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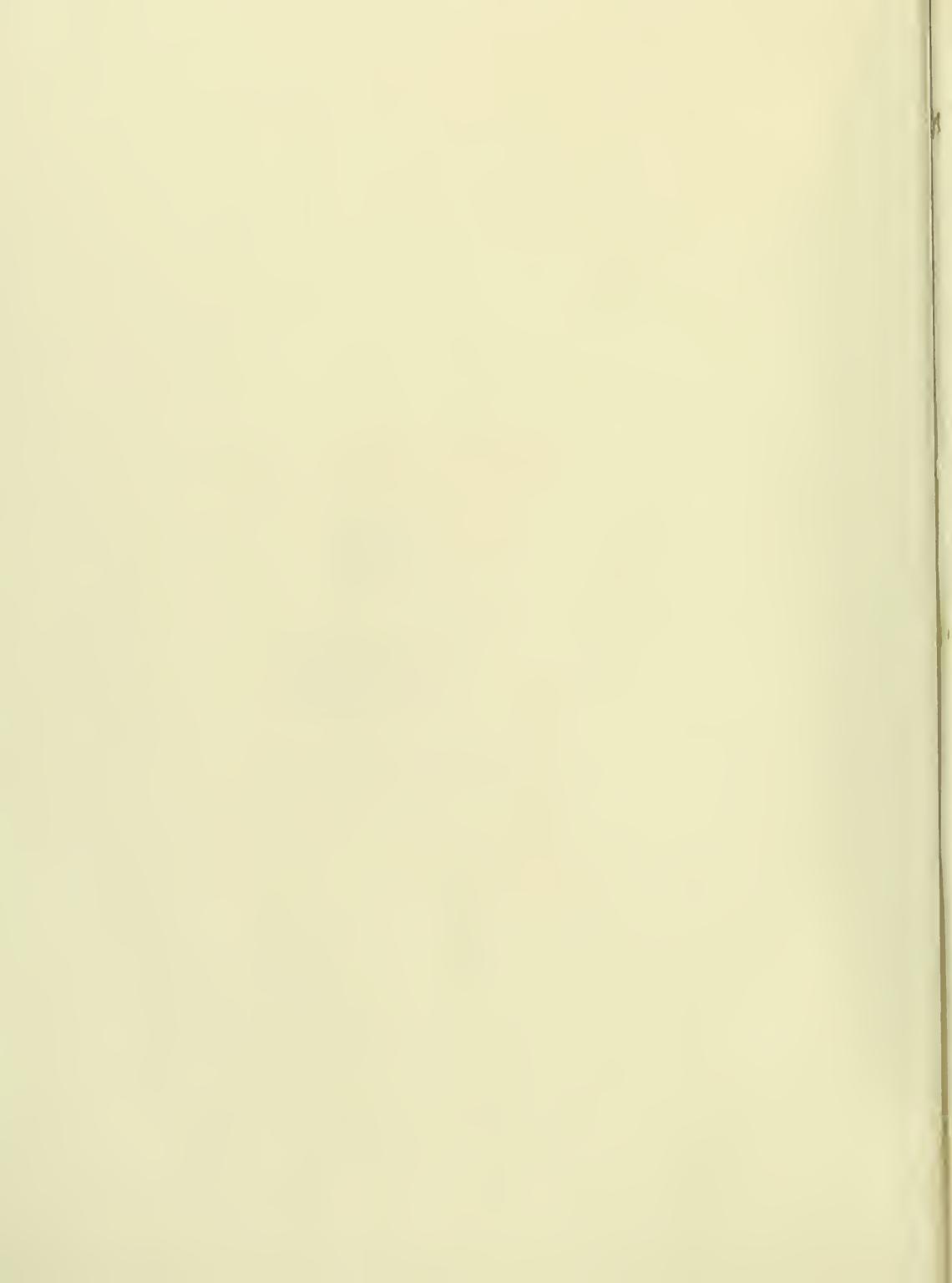
**REFERENCE BOOK**

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SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: KITCHEN HELPER

CODE: 2602

CHARACTERISTICS OF THE CLASS:

Under supervision, performs routine tasks in the cleaning of kitchen and kitchen utensils; assists in the preparation and serving of food; and performs related duties as required.

Requires normal responsibility for following simple oral or written instructions; making frequent contacts with other employees on routine matters. Nature of work requires considerable physical and manual effort with some exposure to accident and injury hazards and somewhat disagreeable elements.

EXAMPLES OF DUTIES:

1. Cleans food guerneys; washes utensils, dishes and trays; cleans kitchens, pantries and dining rooms; cleans regrigerators, stoves and other kitchen equipment; sterilizes food containers; operates and cleans automatic dishwashers; scrubs and otherwise cleans garbage cans; removes garbage and cleans garbage room.

2. Transports food guerneys to wards; dishes up food and places on trays, as marked; sets up tray guerneys; checks diet slips and heats food for special diets; may serve meals to ward patients.

3. Prepares simple foods such as toast, cereal, sandwiches, salad, beverages, or boiled eggs; assists in preparing food for serving by cutting up or dishing up food portions; extracts and serves fruit juices; operates a coffee making machine.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by one year of experience in kitchen helper work; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some working knowledge of the use and care of simple kitchen utensils and equipment.

Requires the ability to follow simple oral or written instructions and to cooperate with others in the performance of routine tasks.

PROMOTIVE LINES:

To: Vegetable Man

From: Original entrance examination

3 1223 06447 5255

SAN FRANCISCO CIVIL SERVICE COMMISSION

NEW CLASS

CLASS TITLE: FOOD SERVICE WORKER

CODE: 2604

CHARACTERISTICS OF THE CLASS:

Under immediate supervision, performs a wide variety of manual work involved in the storage, preparation and serving of food in an institutional kitchen or dining area; keeps kitchens, dining rooms and associated equipment in a clean, orderly and sanitary condition; and performs related duties as required.

Requires responsibility for: Following simple oral or written instructions pertaining to the storage, preparation and serving of food and the cleaning of equipment and spaces; displaying a cooperative disposition in making continuous contacts with other employees and institutional personnel; maintaining a high standard of personal cleanliness. Nature of work of some positions requires considerable physical effort and manual dexterity with some exposure to accident and injury hazards.

EXAMPLES OF DUTIES:

1. Sets up food counters and tables; prepares simple foods such as toast, cereal, sandwiches, salads and boiled eggs; prepares food for serving by cutting, slicing and dishing up portions for customers and patients, including special diet preparations.

2. Washes, cleans and peels potatoes, shells peas and otherwise prepares food for cooking.

3. Operates power tools and equipment used in the preparation of liquid and solid foods.

4. Serves food to customers and patients in cafeterias, dining halls and hospital wards.

5. Cleans dishes, utensils, storage spaces, equipment, containers, tables, floors and other areas when required; sterilizes food containers.

6. Performs routine auxiliary tasks such as carrying supplies to and from storage rooms; controlling the use of meal cards and distributing linen supplies.

7. May assist in the preparation of special diet foods when required.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, preferably supplemented by several months of experience in an institutional kitchen or cafeteria; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a practical working knowledge of kitchen and cafeteria operations, including food preparation, cleaning operations and use of power utensils; requires skill and ability to understand and carry out oral and written instructions and cooperate with other workers in similar occupations.

PROMOTIVE LINES:

To : 2606 Senior Food Service Worker

From: Original entrance examination

Consolidates: 2602 Kitchen Helper  
2612 Cafeteria Helper

Adopted: 11/20/72



SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: SENIOR FOOD SERVICE WORKER

CODE: 2606

CHARACTERISTICS OF THE CLASS:

Under supervision, performs a variety of tasks in connection with the preparation, storage and serving of foodstuffs, including dietary foods; may supervise a small group of Food Service Workers in an assigned food service activity; ensures that assigned dining and kitchen areas and equipment are kept clean and in good repair; and performs related duties as required.

Requires responsibility for: Following oral and written instructions pertaining to the preparation, storage and serving of foodstuffs; operating assigned station in a manner that will meet meal schedules; assisting in the preparation, distribution and serving of modified diets; maintaining a high standard of cleanliness, both personal and in an assigned station. Nature of work may involve occasional heavy work with some exposure to accident and injury hazards.

EXAMPLES OF DUTIES:

1. Supervises and sets up food counters and tables; performs trayline activities such as serving food portions, checking trays and collecting and tallying meal tickets.
2. Assists in the preparation and serving of meals for special diet cases; works in special diet stations; prepares baby formulas; uses specialized equipment connected with dietary services.
3. Supervises and works in a vegetable room, cleaning and otherwise preparing vegetables for cooking by hand or machine; replenishes food supplies; cleans and services various machines, tools and equipment used in the food preparation process.
4. Participates in the cleaning of dining and kitchen areas, including the washing of dishes, pots, pans and other utensils.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by one year's experience as a Food Service Worker; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good working knowledge of institutional food service operations, including the preparation of special diets. Requires ability to assume responsibility for the proper operation of an assigned dining or kitchen area. Requires skill and ability to carry out instructions and coordinate efforts with others in the food service operation.

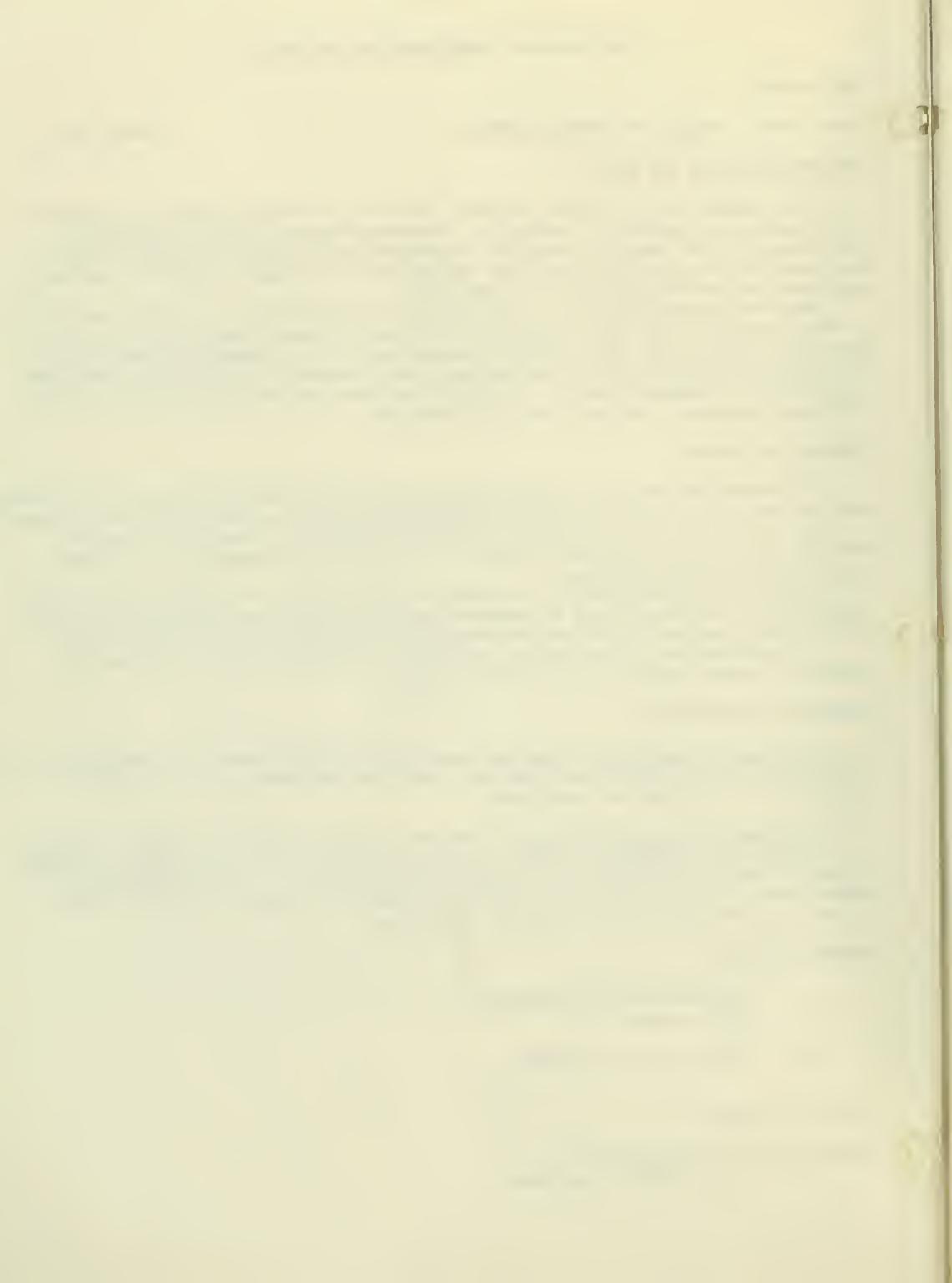
PROMOTIVE LINES:

To : 2618 Food Service Supervisor  
2650 Assistant Cook

From: 2604 Food Service Worker

Adopted: 11/20/72

Consolidates: 2608 Vegetable Man  
2622 Special Diet Aide



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SUPPLY ROOM ATTENDANT

CODE 2608

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs a number of routine duties in connection with the receipt, storage and issuance of food service supplies and materials at a subsidiary storeroom of a large institutional kitchen; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this classification differ from other positions in the food service series in that the duties performed involve receiving and storing kitchen materials and supplies rather than direct involvement in food preparation and/or serving food. These positions differ from the storekeeper series in that the duties performed are limited to kitchen activities.

EXAMPLES OF DUTIES:

1. Performs a number of stock keeping and related clerical duties in a subsidiary food service storeroom in order to maintain sufficient supplies of various items, as needed, and maintain records of receipts, issuances and balances on hand for the purpose of maintaining inventories.
2. Receives and checks deliveries of various food items such as bread, butter, juices, canned goods, eggs, condiments, etc; stores such items in an orderly manner and issues on requisitions or as scheduled; keeps records of amounts issued and balances on hand; may grind, weigh and prepare coffee for distribution; under direction, prepares requisitions to replenish needed supplies.
3. Receives and stores cleaning supplies, tools and equipment used by kitchen personnel; issues such items on requisitions; keeps record of amounts issued and balances on hand; cleans subsidiary storeroom and maintains stock in an orderly condition.
4. May collect, sort and issue kitchen uniforms and aprons; may keep daily time reports, as required.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by two years of experience as a food service worker in a governmental agency, a public or private institution, a class A or B restaurant or a class A or B hotel kitchen; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of the materials and supplies stored in institutional food service storerooms; the usual methods and procedures used in subsidiary storeroom maintenance.

Requires ability to: follow oral and written instructions, make simple arithmetic computations, cooperate with others in the performance of routine duties, and work under conditions where considerable physical and manual effort is required.

CLASS TITLE: SUPPLY ROOM ATTENDANT

CODE 2608

with some exposure to accident and injury hazards and somewhat disagreeable to elements.

PROMOTIVE LINES:

TO: 1932 Assistant Storekeeper  
2650 Assistant Cook

FROM: 2604 Food Service Worker  
2606 Senior Food Service Worker

AMENDED: Dec. 15, 1975

San Francisco, CA 94107  
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SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CAFETERIA HELPER

CODE: 2612

CHARACTERISTICS OF THE CLASS:

Under immediate supervision, performs a variety of routine tasks in a hospital or rest home cafeteria in connection with the serving of food, collecting of dishes and cleaning of tables and equipment; and performs related duties as required.

Requires normal responsibility for: following simple directions in the performance of simple, routine tasks; making frequent contacts with other workers and institutional personnel. Nature of work requires considerable physical and manual effort with some exposure to accident and injury hazards.

EXAMPLES OF DUTIES:

1. Sets up counters with portions of food items to be served; assembles salads; slices and cuts desserts; serves customers passing alongside counter; subsequently cleans utensils and counter after meals are served.
2. Fills containers and sets up tables in the cafeteria dining room; removes soiled dishes from tables and places on guerney; wipes individual trays and keeps tables washed and clean; may wash dishes.
3. Punches, counts and files meal cards for nurses and doctors.
4. Sweeps dining room floors, wipes and polishes dining room furniture; cleans and oils guernesys; sorts, counts and distributes clean linen for cafeteria use.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years elementary school, supplemented by one year of experience in the serving of food and performing other related duties in a cafeteria or restaurant; or an equivalent combination of training and experience.

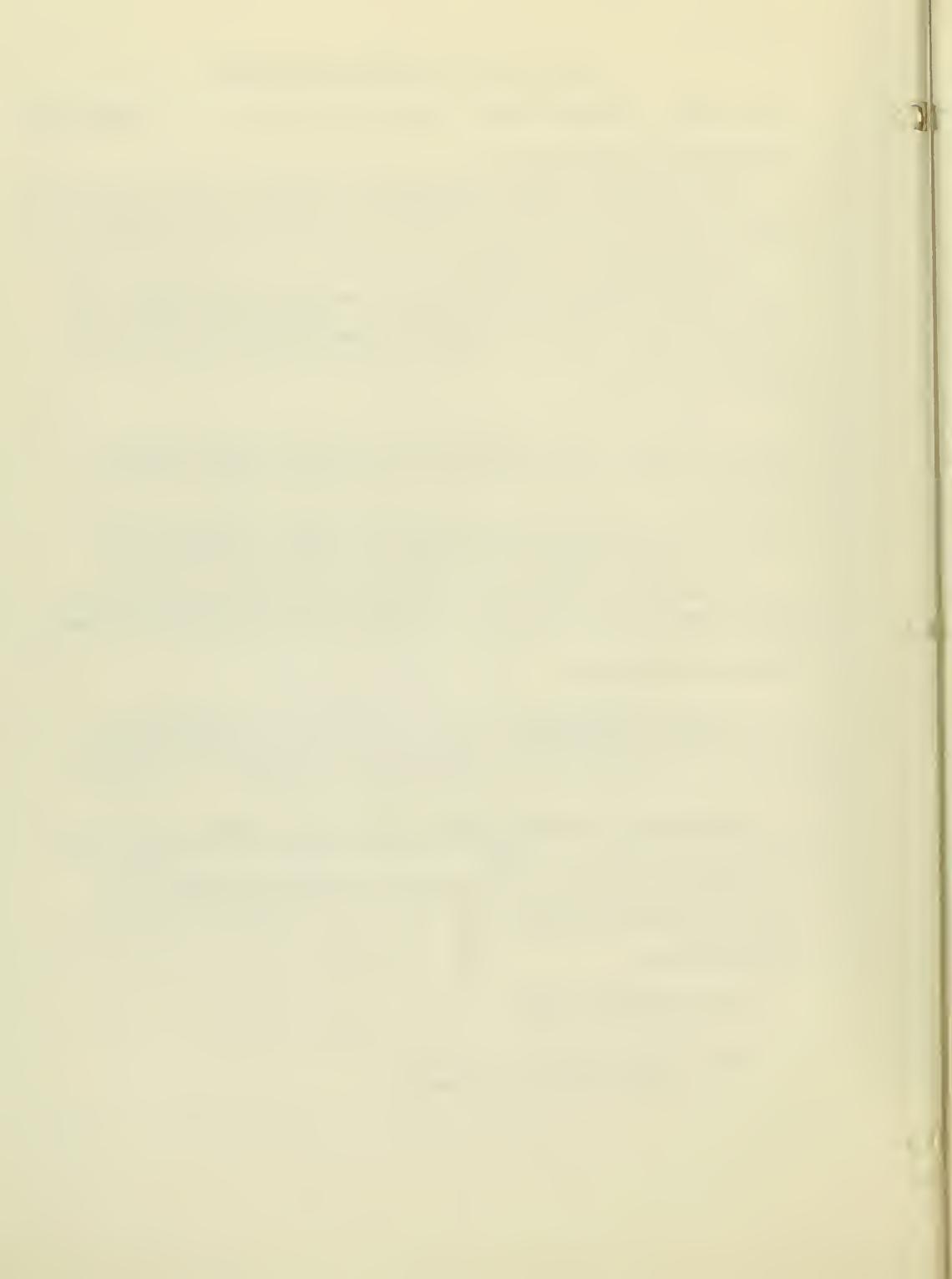
Knowledge, Abilities and Skills: Requires good working knowledge of: cafeteria operations in the preparation and serving of food portions, and in performing incidental tasks.

Requires ability to: follow simple instructions, cooperate with others in the performance of similar duties; deal tactfully and courteously with cafeteria patrons.

PROMOTIVE LINES:

To: Dining Room Steward  
Special Diet Aide

From: Kitchen Helper  
Original Entrance Examination



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SCHOOL LUNCHROOM HELPER (FEMALE)

CODE: 2614

CHARACTERISTICS OF THE CLASS:

Under general supervision, assists in the preparation of a variety of foods served in a school lunchroom; and performs related duties as required.

Requires responsibility for: following established methods and procedures relating to the preparation and serving of food in school lunchrooms; following simple oral or written instructions; making frequent contacts with students, faculty and other employees; preparing simple records relative to purchase and sale of food in lunchroom. Nature of work requires considerable physical and manual effort with some exposure to accident and injury hazards.

EXAMPLES OF DUTIES:

1. Assists in the preparation of a variety of food, such as vegetables, meats, soups, pies and pastries; washes, peels and prepares foods and vegetables; prepares meatloaf and other dishes.

2. Prepares coffee, tea and other beverages; prepares salads, sandwiches, soups and box lunches; serves food to students and faculty members.

3. Washes dishes, pots, equipment, stoves, steamtables, worktables and performs other duties relative to keeping the kitchen, lunchroom and storage rooms clean and orderly.

4. May sell candy, sandwiches, milk shakes, ice cream, pies and other items; operates cash register; distributes petty cash; reads registers; counts and reconciles cash; rolls money.

5. May operate dishwashing machine and rinser; may assist lunchroom manager in estimating food needs, keeping records and inventories and preparing reports.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by two years of routine kitchen work experience; or an equivalent combination of training and experience.

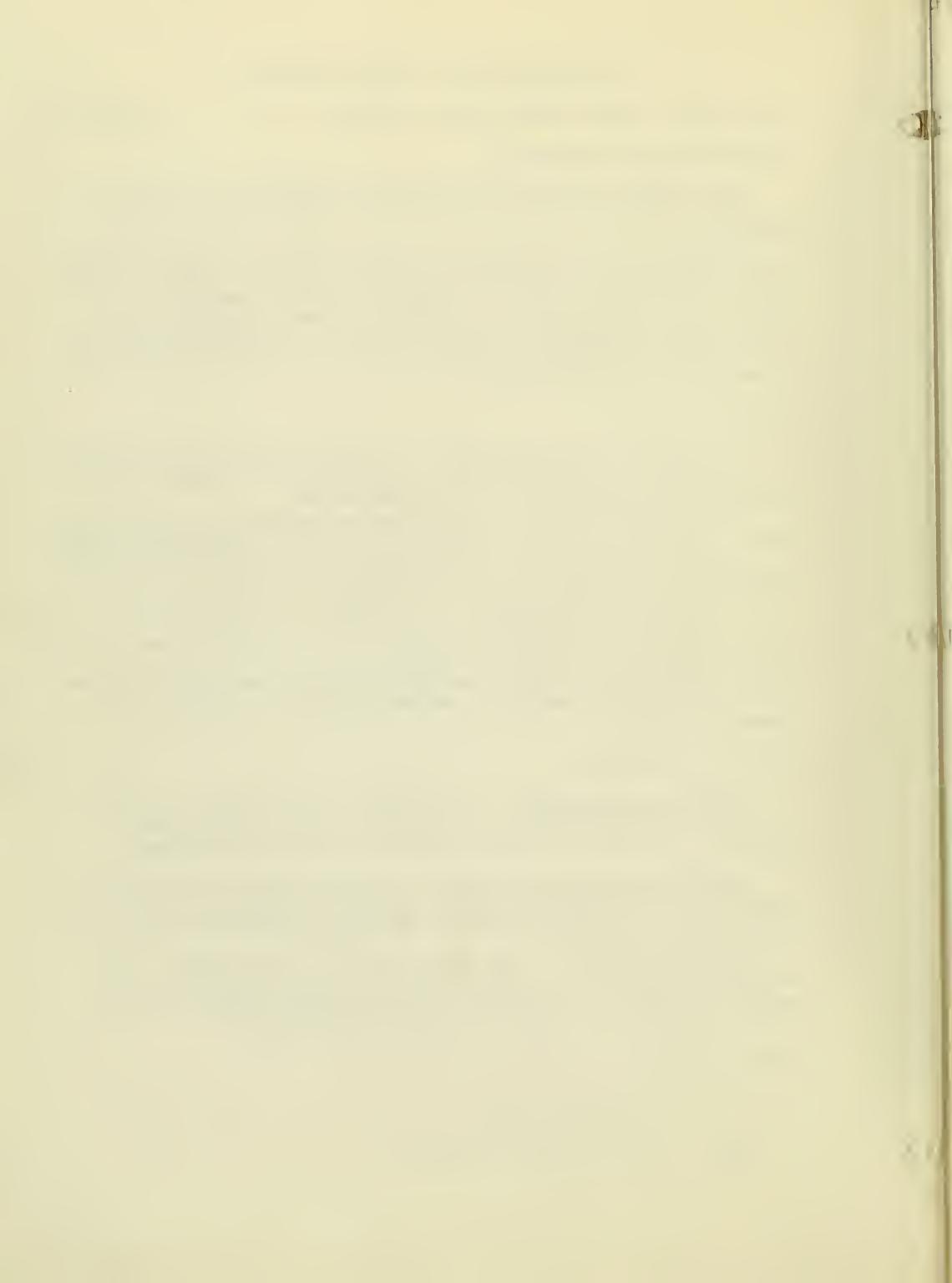
Knowledge, Abilities and Skills: Requires working knowledge of: a variety of foods, their preparation and serving; use and care of dishes, food implements and kitchen utensils; sanitary methods used in food preparation and storage.

Requires ability to: understand and carry out instructions; deal tactfully and friendly with school children and faculty members; work harmoniously with fellow lunchroom employees; prepare simple clerical reports relating to the sale and purchase of food items.

PROMOTIVE LINES:

To: School Lunchroom Cook

From: Original entrance examination



Dick Kell  
T. S. Hart

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SCHOOL LUNCHROOM HELPER

CODE: 2615

CHARACTERISTICS OF THE CLASS:

Under general supervision, assists in the preparation of a variety of foods served in a school lunchroom; performs routine duties in the cleaning of kitchen areas and serving utensils; and performs related duties as required.

Requires responsibility for: Following established methods and procedures relating to the preparation and serving of food in school lunchrooms; preparing simple records relative to purchase and sale of food in lunchrooms; maintaining cleanliness of kitchen areas and serving utensils; following simple oral or written instructions; making frequent contacts with students, faculty and other employees on routine matters. Nature of work requires considerable physical and manual effort with some exposure to accident and injury hazards and somewhat disagreeable elements.

EXAMPLES OF DUTIES:

1. Assists in the preparation of a variety of foods, such as vegetables, meats, soups, pies and pastries; washes, peels and prepares foods and vegetables; prepares meat-load and other dishes.
2. Prepares coffee, tea and other beverages; prepares salads, sandwiches, soups and box lunches.
3. Serves food to students and faculty members.
4. May sell candy, sandwiches, milk shakes, ice cream, pies and other items; operates cash register; distributes petty cash; reads registers; counts and reconciles cash; rolls money.
5. May assist lunchroom manager in estimating food needs, keeping records and inventories and preparing reports.
6. Washes, scrubs and otherwise cleans dishes, pots, pans, trays and other kitchen and dining room utensils; may operate dishwashing machine and rinser.
7. Sweeps floor, scrubs equipment, stoves, steamtables, worktables and performs other duties relative to keeping the kitchen, lunchroom and storage rooms clean and orderly; washes and sets up tables and chairs.
8. Assists in collection and emptying of trays of utensils from cafeteria; empties, cleans and maintains garbage cans in sanitary condition.
9. Stores supplies in storeroom; brings supplies to kitchen as needed; maintains storerooms in clean and orderly condition.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires six months of routine kitchen work experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires working knowledge of: Preparing and serving a variety of foods; use and care of dishes, food implements and kitchen utensils and equipment; sanitary methods of food preparation and storage.

Requires ability to: Follow oral and written instructions; deal with school children and faculty members in a tactful and friendly manner; cooperate with fellow employees; prepare simple clerical reports relating to the sale and purchase of food items.

This classification requires neatness, cleanliness and reliability.

PROMOTIVE LINES:

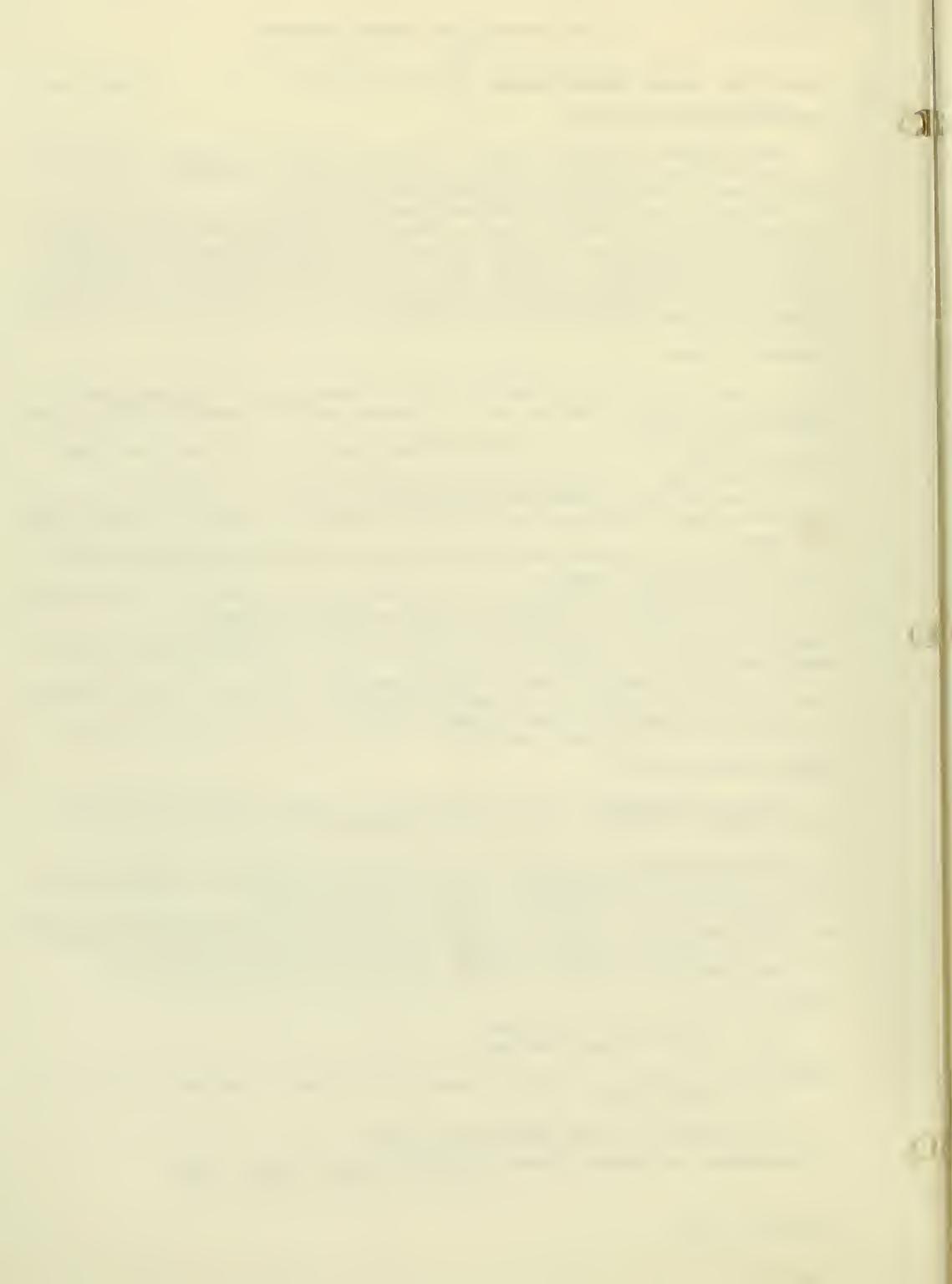
To : 2630 School Lunchroom Cook  
From: Original entrance examination

NOTES: These positions are part-time in nature and employment is limited to the duration of the school year.

This classification may require heavy lifting.

(Consolidates and abolishes classes 2614 School Lunchroom Helper, Female  
2616 School Lunchroom Helper, Male)

Adopted: 5/6/74



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SCHOOL LUNCHROOM HELPER, MALE

CODE: 2616

CHARACTERISTICS OF THE CLASS:

Under immediate supervision, performs routine duties in the cleaning of kitchen and serving utensils, school cafeteria kitchens and adjacent areas; assists in food preparation; and performs related duties as required.

Requires normal responsibility for following simple oral or written instructions; making frequent contacts with students and other employees on routine matters. Nature of work requires considerable physical and manual effort with some exposure to accident and injury hazards and somewhat disagreeable elements.

EXAMPLES OF DUTIES:

1. Washes, scrubs and otherwise cleans pots, pans, trays, dishes and other kitchen and dining room utensils; may operate an automatic dish washer.
2. Stores supplies in storeroom; brings supplies to kitchen as needed; maintains storeroom in clean and orderly condition.
3. Assists in collection and emptying of trays of utensils from cafeteria; empties, cleans and maintains garbage cans in sanitary condition.
4. Sweeps, scrubs and otherwise cleans kitchen and lunchroom areas and equipment; washes and sets up tables and chairs.
5. May assist in serving of foods as directed.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by six months of experience in kitchen helper work; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some working knowledge of: the use and care of simple kitchen utensils and equipment.

Requires ability to: follow simple oral or written instructions; cooperate with others in the performance of routine tasks.

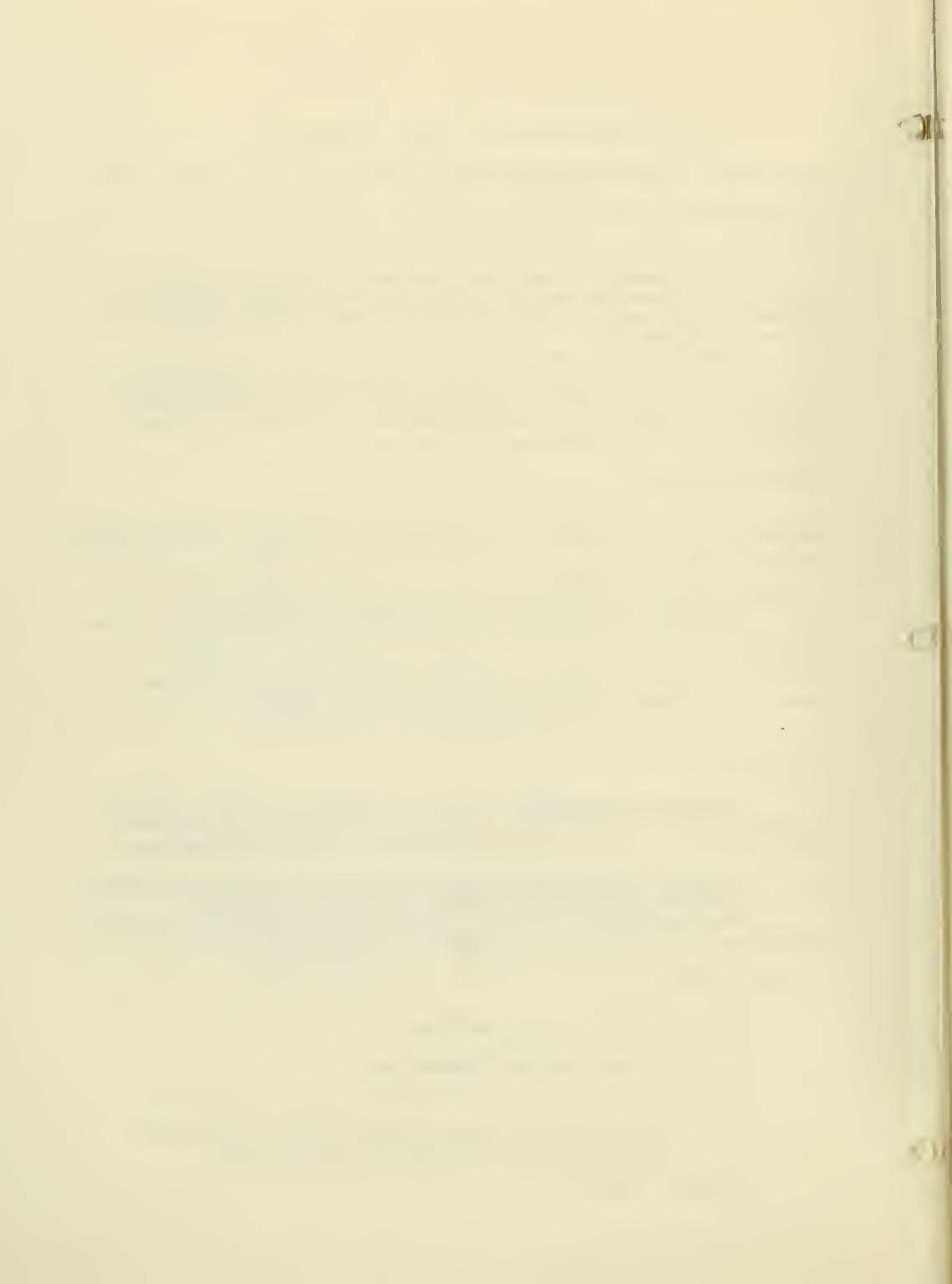
PROMOTIVE LINES:

To: No normal line of promotion

From: Original entrance examination

Note: These positions are part-time in nature and employment is limited to the duration of the school year.

Adopted: 1/4/62



SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDED)

CLASS TITLE: FOOD SERVICE SUPERVISOR

CODE: 2618

CHARACTERISTICS OF THE CLASS:

Under general supervision, directs the operations and services of dining rooms in a large institution; and performs related duties as required.

Requires responsibility for: Carrying out and interpreting policies and procedures to subordinates; effecting economies through prevention of loss or pilferage of dining room supplies; making frequent contacts with inmates and institution personnel; keeping routine records and preparing routine reports.

EXAMPLES OF DUTIES:

1. Supervises subordinate personnel and inmate help assigned to dining rooms; inspects dining room staff for personal hygiene.
2. Supervises the serving of meals, storage of food, and collection and washing of dishes, silverware and trays.
3. Checks dishwashing machines for proper operation; checks food refrigeration and warming equipment for proper temperatures.
4. Inspects dining room furniture and equipment for cleanliness and proper repair.
5. Draws foodstuffs and supplies from central storeroom; is responsible for issue and custody of same.
6. Recommends procedures for economical use and improvements of foodstuffs and supplies.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by two years experience as a Senior Food Service Worker; or an equivalent combination of training and experience.

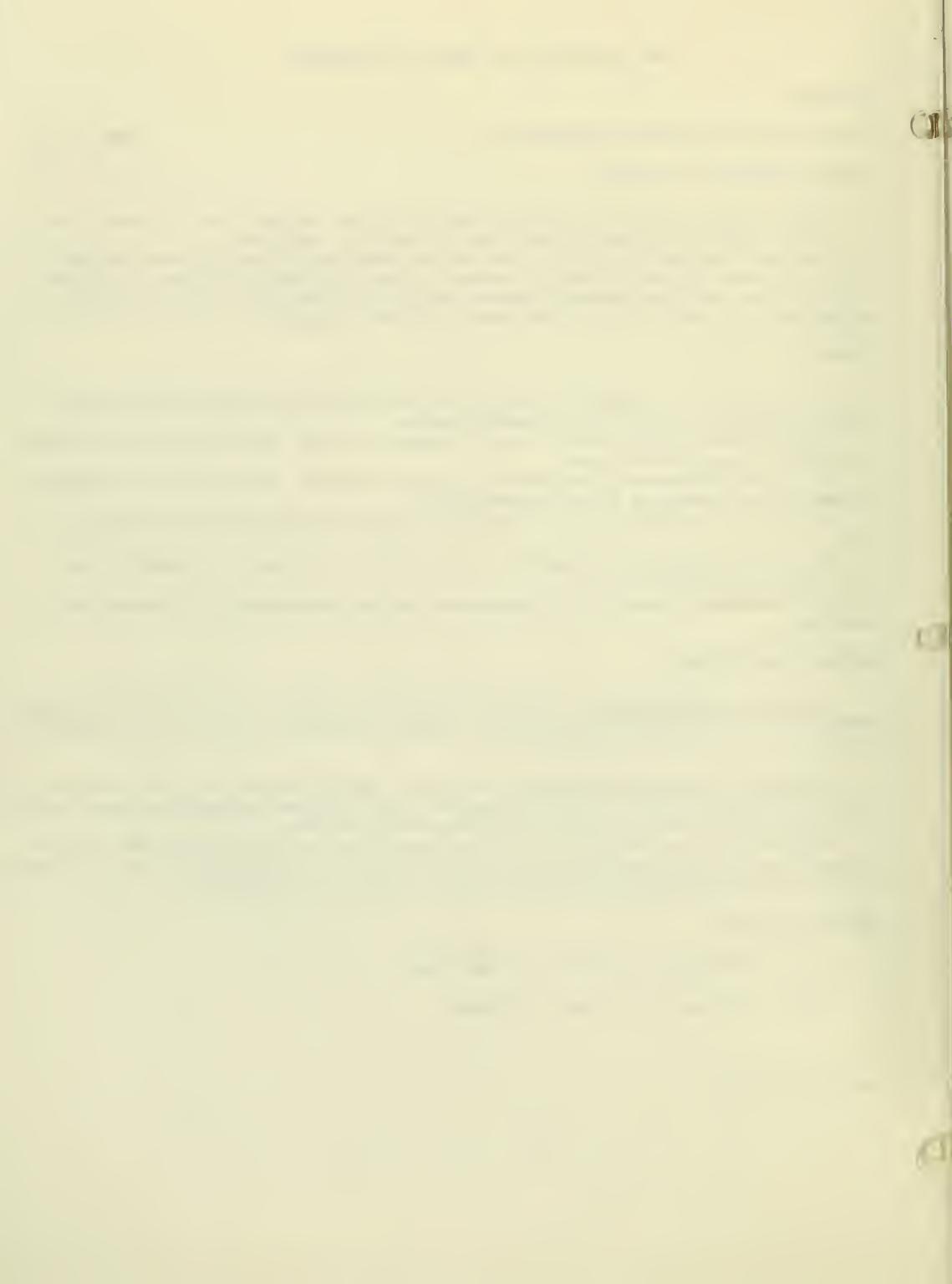
Knowledge, Abilities and Skills: Requires a good knowledge of: The operation of a large institutional food service operation; laws and codes pertaining to the operation of a dining room; the principles of hygiene and sanitation.

Requires skill and ability to: Assign, supervise and inspect the work of subordinates engaged in the operations of a large dining room; deal tactfully and courteously with inmate and institutional personnel using dining room facilities.

PROMOTIVE LINES:

To : 2619 Senior Food Service Supervisor  
From: 2606 Senior Food Service Worker

Amended: 11/20/72



SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: SENIOR FOOD SERVICE SUPERVISOR

CODE: 2619

CHARACTERISTICS OF THE CLASS:

Under direction, exercises work direction over Food Service Supervisor's policies and procedures in connection with the operation of all the dining rooms in a large institution; and performs related duties as required.

Requires responsibility for: Overall coordination and interpretation of policies and procedures to subordinate supervisory food service staff of a large institution.

EXAMPLES OF DUTIES:

1. Supervises Food Service Supervisors in the direction of operations and services of all dining rooms in a large institution.
2. Deals with labor relations and subordinate personnel grievances on a first-level basis.
3. Inspects all dining rooms for cleanliness, staff hygiene, proper portion control; requests repair or replacement of equipment; requisitions, stores, and inventories dining room supplies.
4. Researches and reviews procedures for more economical improvement of food-stuffs, supplies and services.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school plus two years of experience in duties comparable to Food Service Supervisor; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of: The operation of food services for a large institution; laws and codes pertaining to the operation of dining rooms in a large institution; the principles of hygiene and sanitation.

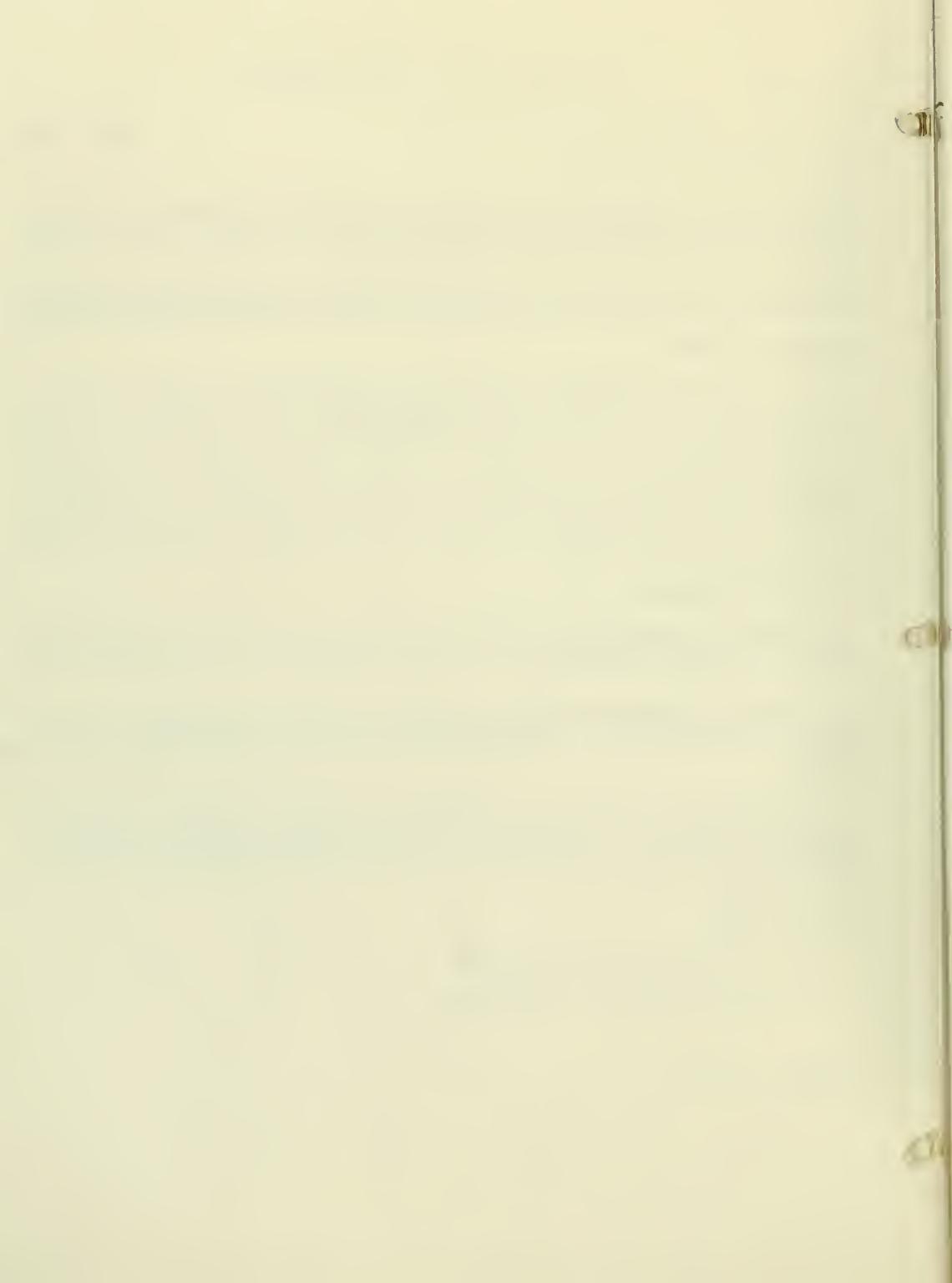
Requires skill and ability to: Coordinate and direct the work of subordinates engaged in supervision of the operation of large institutional dining rooms; deal tactfully and courteously with patients and institutional personnel using dining room facilities.

PROMOTIVE LINES:

To : No normal lines of promotion

From: 2618 Food Service Supervisor

ADOPTED: 12/7/70



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: FOOD SERVICE MANAGER

CODE: 2620

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, organizes, and directs the activities of staff engaged in the preparation and serving of food to patients and personnel within a hospital setting; assists with formulating menus and implements portion sizes in accordance with patient and staff nutritional and dietary needs; oversees the storage of food and the cleaning of kitchen and dining areas, utensils, and equipment; and performs related duties as required.

DISTINGUISHING FEATURES:

The Food Service Manager classification is responsible for supervising various classifications of hospital food service personnel performing a variety of culinary activities in the areas of food production, cafeteria or patient services. It is distinguished from the lower class of Senior Food Service Supervisor in that the latter oversees staffs of food service workers who perform limited and routine tasks relative to the preparation and serving of food. The classification differs from the higher class of Administrative Chef in that the latter functions as the Assistant Director of Food Services and has line authority over all food service and production activities under direction of the Director of Food Services.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed". (CSC Rule 7)

1. Selects, trains, and supervises, directly and through subordinate supervisory staff, chefs, cooks and other food service personnel engaged in the daily activities of the food service department which include ordering, receiving, preparing, portioning and distributing food and supplies; initiates and/or reviews performance appraisals and disciplinary actions; schedules staff coverage of food production, cafeteria and/or patient service areas.

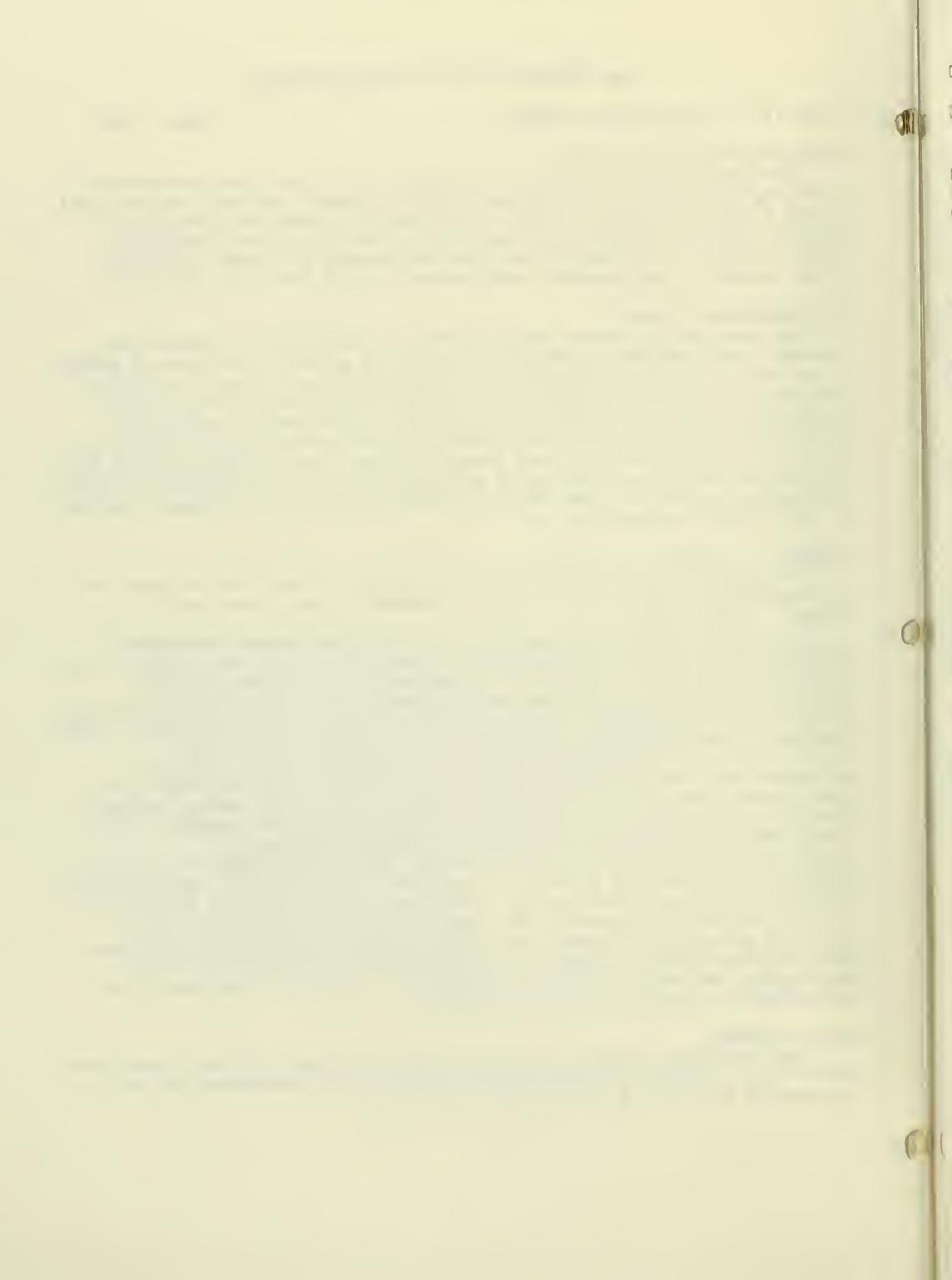
2. Assists with formulating menus and implements portion sizes in accordance with availability and seasonality of food, area preferences and cost; records number of meals served, types of diets, food, supply, and labor costs, cafeteria attendance and supply inventory to maintain adequate stock levels and efficient operations within the departmental budget.

3. Participates in the establishment of departmental standards, policies, and procedures regarding production, personnel, and sanitation; implements and monitors operating systems to ensure compliance with established protocols.

4. Monitors and inspects food, supplies, equipment, and work areas, including preparation, storage, and serving areas, to ensure purchased items meet specifications upon receipt; correct procedures are followed in the preparation and serving of food; and equipment, work and storage areas are maintained in clean and sanitary condition.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply". (CSC Rule 9)



CLASS TITLE: FOOD SERVICE MANAGER

CODE: 2620

QUALIFICATIONS: (continued)

Knowledge, Abilities and Skills: Thorough knowledge of the principles and procedures of modern institutional food service operations and management including production, storage, sanitation, equipment utilization, procurement of supplies, and inventory control.

Ability to: Analyze situations accurately and implement effective solutions; implement departmental policies and procedures; effectively communicate orally and in writing.

Skills in: Directing and coordinating activities in a large dietary department; delegating and supervising the work of subordinate personnel; preparing records and reports.

ADOPTED: 11-18-85

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PUBLIC LIBRARY**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES****JOB CODE TITLE: DIETETIC TECHNICIAN****JOB CODE: 2622**

Business Unit: COMMN

**Definition:**

Under supervision of the Chief Dietitian, the Dietetic Technician performs specialized paraprofessional clinical duties in a hospital nutrition program. The essential functions of the job include: assisting the Dietitian with clinical nutrition care for patients/residents and their families; collecting basic nutritionally relevant data to identify patients/residents preliminary nutritional risk level and appropriate triage of nutrition information; assisting Dietitian in providing nutrition education and counseling for patients/residents and their families; collecting pertinent clinical data from patient/resident medical records; collecting and implementing food and nutrition preferences; retrieving and assessing patient/resident nutritional information from hospital computer.

**Distinguishing Features:**

The Dietetic Technician provides paraprofessional clinical assistance to the 2624 Dietitian. It is distinguished from the 2624 Dietitian, in that the latter, as a health care professional, registered with the American Dietetic Association as a Registered Dietitian, assesses patient/resident nutritional status, and plans and implements nutritional care plans and interventions. It is distinguished from the 2606 Senior Food Service Worker, in that the latter performs the more difficult food service worker duties relative to the distribution and preparation of food such as acting as Team Leader to a group of class 2604 Food Service Workers or acting as Diet Clerk and performing specialized clerical diet office duties related to patient/resident diets. It is distinguished from the class 2618 Food Service Supervisor, in that the latter supervises incumbents in classes 2606 Senior Food Service Worker and 2604 Food Service Worker.

**Supervision Exercised:** None

**Examples of Important and Essential Duties:** According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an all inclusive list.

1. Assists Dietitian in collecting basic nutritionally relevant patient/resident data to perform nutritional screening and preliminary nutritional risk evaluation; interviews patients/residents to obtain food preferences, diet history, and related information; discusses patient/resident needs with the health care team; in an acute care setting, determines whether the patient/resident may require a nutritional assessment which is performed by a Registered Dietitian; in a skilled nursing setting, determines the immediacy/urgency of a nutritional assessment, care plan, and intervention that is performed by a Registered Dietitian.
2. Assists Dietitian in providing nutritional education for patient/resident and their families involving principles of special therapeutic diets; reviews current dietary practices of patient/resident and their families; evaluates patient/resident understanding and expected level of compliance; makes recommendations for follow up education.
3. Collects pertinent clinical data from patient/resident medical records in order to accurately identify current nutrition problems; utilizes approved, institution specific documentation standards to chart pertinent nutritional information into patient/resident medical record.

**JOB CODE TITLE: DIETETIC TECHNICIAN****JOB CODE: 2622**

Business Unit: COMMN

4. Assists Dietitian in performing nutritional analysis; calculates and analyzes patient/resident food and fluid intake, weight records, menu patterns, and enteral nutrition formula orders.
5. Assists Dietitian in implementing patient/resident nutritional preferences and monitor care plans; retrieves clinical information; generates reports and performs other duties utilizing computerized systems.
6. Performs other related duties as assigned.

**Job Related and Essential Qualifications:**

**Knowledge of:** basic principles of nutrition, therapeutic diets, food safety and sanitation; operations of an institutional food service; record keeping; interviewing and counseling techniques; nutritional needs of all ages; state and federal regulations related to nutritional care in a health care institution; medical terminology; clinical nutrition terminology; nutrient composition; principles of patient/resident confidentiality; relevant computer systems; applied clinical nutrition with respect to medical/chronic conditions including, hypertension, obesity, diabetes, and the aging process.

**Ability to:** communicate and interact effectively with patients/residents, family and staff; incorporate knowledge of nutrition and metabolism into individualized nutrition care; perform accurate mathematical calculations; utilize a computer and generate reports.

**Experience and Training Guidelines:**

Possession of a baccalaureate degree in Nutrition, Dietetics, or related field **and** six (6) months experience as a Dietetic Technician or similar responsibility in a hospital setting; **OR**

Possession of an associate degree in Nutrition and completion of an accredited Dietetic Technician program approved by the American Dietetic Association **and** one (1) year of experience as a Dietetic Technician or similar responsibility in a hospital setting; **OR**

Possession of a credential as a Registered Dietetic Technician approved by the American Dietetic Association.

**Effective Date: 11/22/99**

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIETITIAN

CODE: 2624

CHARACTERISTICS OF THE CLASS:

Under general supervision, develops and plans special diets for patients; assists in determining quality and quantity of food required and in formulation of menus; confers with physicians and nursing staff regarding nutritional diets; calculates amounts of various food items; directs preparation of special diets and nourishments; prepares related reports on dietary activities and statistics; and performs related duties as required.

Requires responsibility for: carrying out existing methods and procedures pertaining to special diets; achieving economies and/or preventing losses through enforcement of proper use and handling of materials, supplies and equipment; making contacts with patients, physicians, nursing staff, chief dietitian and others, for the purpose of discussing specializes dietary matters; preparing routine records and reports pertaining to patients' special diets and related statistics. Nature of work involves sustained physical effort and continuous light work with some exposure to accident and health hazards and disagreeable elements.

EXAMPLES OF DUTIES:

1. Confers with attending physicians, nurses and the chief dietitian on individual therapeutic diet orders for patients; contacts patients regarding diet changes, new diet orders and special requests or questions; reviews patients' charts for case history, laboratory findings and other pertinent matters.

2. Supervises food service to bed patients requiring special diets; supervises food handling, sanitation and cleaning procedures in ward kitchens; instructs auxiliary employees in rudimentary principles of nutrition and sanitation; interprets rules and regulations and hospital policies and procedures.

3. Writes therapeutic diets in advance; writes daily food orders and tally sheets for cooks who prepare foods for special diets; confers with chef as to availability of certain items, required changes and other related matters.

4. Supervises special diet dining room; assures that correct amounts of special diet foods are provided; gives instructions as to serving procedures.

5. Keeps records and compiles reports concerning special diet services and statistics, such as: number of meals served, special menus, analyses of diets, food costs, supplies issued, inventory of supplies on hand and other related and miscellaneous matters.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in dietetics and nutrition.

Requires one year of practical experience as a dietitian in a hospital or other large public institution, or an equivalent combination of training and experience.

Knowledge, Abilities, and Skills: Requires thorough working knowledge of: The preparation of special diets for patients, including the principles, terminology and practices of nutrition and food habits; the standard and special food requirements for the promotion of health and control of diseases; the comparative costs of various foods in relation to their nutritional value.

Requires skill and ability in the application of methods and techniques used in modern therapeutic dietary practices and in the care of related equipment and facilities.

License: Requires membership in the American Dietetic Association.

PROMOTIVE LINES:

To : Chief Dietitian



CLASS TITLE: CHIEF DIETITIAN

CODE: 2626

CHARACTERISTICS OF THE CLASS:

Under direction, supervises, develops and plans special diets for patients; supervises the determination of quality and quantity of food required and the formulation of menus; confers with physicians and nursing staff regarding nutritional diets; directs the preparation of special diet requirements and statistics; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing established special dietary policies, methods and procedures; achieving considerable economies and/or preventing considerable losses through efficient supervision and enforcement of the proper handling of food products, materials, supplies and equipment; making regular contacts with attending physicians and nursing staff as well as dietitians and auxiliary personnel and occasionally, with representatives of outside agencies in connection with special diet and nutritional matters; gathering, checking and reviewing detailed medical, dietary and nutritional records. Nature of duties involves normal physical effort and light work, with occasional exposure to accident and health hazards and disagreeable elements.

EXAMPLES OF DUTIES:

1. Exercises general supervision over the dietary laboratory, ward kitchen, and auxiliary personnel in assembling and serving food and in maintaining working areas in clean and sanitary condition; supervises ward kitchens and food services.

2. Plans and develops weekly menus for patients and others; requisitions daily requirements for food products for all wards and for special diet laboratory.

3. Studies and plans work schedules for all professional and auxiliary dietary personnel; consults with administrator concerning dietary department policies in the interests of promoting better food practices and nutrition for improved patient care and health; consults with other dietitians and makes decisions concerning specific problems.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in dietetics and nutrition.

Requires five years of administrative and dietetic experience in a large hospital or similar institution, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires thorough academic and working knowledge of dietetics and nutrition.

Requires initiative and ability to: organize work and develop nutritional programs; evaluate nutritional services.

CLASS TITLE: CHIEF DIETITIAN (continued)

CODE: 2626

License: Requires membership in the american dietetic association.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Dietitian

CLASS TITLE: SCHOOL LUNCHROOM COOK

CODE: 2630

CHARACTERISTICS OF THE CLASS:

Under general supervision, cooks, bakes and performs other phases of quantity food preparation in secondary school lunchrooms; and performs related duties as required.

Requires responsibility for: following established methods and procedures relating to the preparation of food in school lunchrooms; following oral and written instructions; making frequent contacts with students, faculty members and other school employees; preparing simple records relating to food preparation in the school.

Nature of the work requires some physical effort with occasional exposure to accidents and injury hazards.

EXAMPLES OF DUTIES:

1. Prepares all types of food, such as vegetables, meats, soups, salads and desserts; cooks and seasons food according to recipes; mixes ingredients and adds condiments on the basis of experience or as directed; tests cooked foods to determine if properly cooked and seasoned.

2. Determines portions of meat, fish and salad for individual servings; may assist in dishing up servings according to menu combinations or individual orders.

3. Prepares and bakes sheet cakes, pies, muffins, yeast rolls, buns and other baked products.

4. Makes salads, sandwiches and hot and cold beverages.

5. Maintains equipment and assists in the cleaning of kitchen facilities.

6. May assist lunchroom manager in estimating food needs, keeping records and preparing reports.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by at least one year of practical experience in the preparation, cooking, baking and serving of foods in large quantities; or an equivalent combination of training and experience.

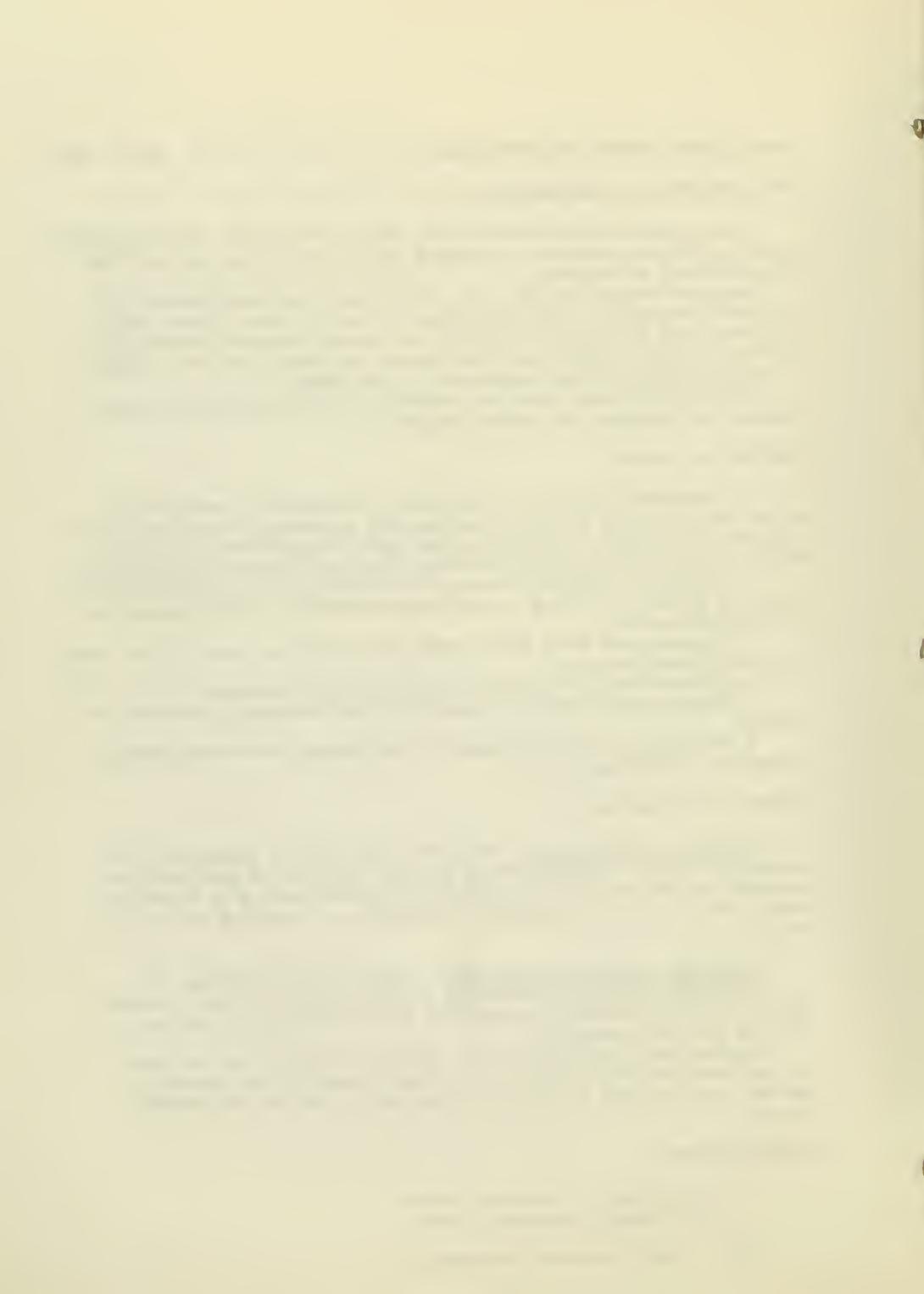
Knowledge, Abilities and Skills: Requires good knowledge of: the techniques of cooking and baking a large variety of foods normally served to school children; food values and nutrition; the care and cleaning of kitchen equipment.

Requires skill and ability to: understand and follow oral and written instructions; operate various large quantity food preparing equipment and related attachments; keep simple records and prepare reports.

PROMOTIVE LINES:

To: Cook-Manager, Elementary School  
Cook-Manager, Secondary School

From: Original entrance examination



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: COOK-MANAGER, ELEMENTARY SCHOOL

CODE: 2632

CHARACTERISTICS OF THE CLASS:

Under direction, has charge of and is responsible for the management of an elementary school lunchroom; supervises and participates in cooking, baking and other phases of quantity food preparation according to approved menus; supervises the maintenance of lunchroom and equipment; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing existing policy and methods in the management of a school lunchroom; preventing moderate losses through enforcement of proper use and handling of foodstuffs and equipment; making contacts with students, teaching personnel and subordinates; preparing and maintaining operating records and reports.

EXAMPLES OF DUTIES:

1. Assigns, instructs and supervises the work of school lunchroom employees; follows prescribed menus to meet nutritional needs of children, with modifications for allowable food costs and equipment facilities.
2. Supervises the preparation of and prepares, cooks and bakes all types of food, such as vegetables, meats, soups, salads, sheet cakes, pies, muffins, yeast rolls, buns and other baked products; cooks and seasons food according to recipes; mixes ingredients and adds condiments on the basis of experience or as directed.
3. Exercises responsibility for the sanitation of kitchen equipment and facilities; supervises and participates in cleaning activities.
4. Requisitions, receives and supervises storage and inventory of all food supplies.
5. Inspects equipment and requests needed repairs; supervises arrangements for special lunchroom services.
6. Prepares and maintains daily, weekly and monthly reports for federal lunch programs and central office accounting; prepares cash receipts for deposit; prepares other related reports as required.
7. Operates and instructs in the operation of equipment, such as floor model mixers, slicers, large pressure steamers, automatic washing machines and other heavy equipment and attachments normally used in large quantity food preparation.
8. May be required to instruct and/or serve, set up steam tables, sell ice cream, candy, sandwiches, soft drinks and other counter items, act as cashier, account for cash and inventory.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by two years of practical experience in the requisitioning, preparation, cooking and serving of foods to large groups, at least one year of which shall have been in responsible charge of such work; or an equivalent combination of training and experience.

CLASS TITLE: COOK-MANAGER, ELEMENTARY SCHOOL  
(continued)

CODE: 2632

Knowledge, Abilities and Skills: Requires considerable knowledge of: the preparation, cooking, baking and serving of a large variety of foods; food storekeeping and kitchen sanitation methods.

Requires skill and ability to: follow prescribed menus and recipes; requisition foods for lunchrooms; instruct and supervise lunchroom employees; operate various quantity food preparing machines, equipment and related attachments; maintain records and prepare accurate reports.

PROMOTIVE LINES:

To: Cook-Manager, Secondary School

From: Original entrance examination  
School Lunchroom Cook

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: COOK-MANAGER, SECONDARY SCHOOL

CODE: 2634

CHARACTERISTICS OF THE CLASS:

Under direction, has charge of, and is responsible for the management of a secondary school lunchroom; supervises and participates in cooking, baking and other phases of quantity food preparation according to approved menus; supervises maintenance of lunchroom and equipment; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing existing policy and methods in the management of a school lunchroom; preventing moderate losses through enforcing the proper use and handling of food stuffs and equipment; making contacts with students, teaching personnel and subordinates; preparing and maintaining operating records and reports.

EXAMPLES OF DUTIES:

1. Assigns, instructs and supervises the work of school lunchroom employees; follows prescribed menus to meet nutritional needs of children, with modifications in allowable food costs and equipment facilities.
2. Supervises the preparation of and prepares, cooks and bakes all types of food, such as vegetables, meats, soups, salads, sheet cakes, pies, muffins, yeast rolls, buns and other baked products; cooks and seasons food according to recipes; mixes ingredients and adds condiments on the basis of experience or as directed.
3. Exercises responsibility for the sanitation of kitchen equipment and facilities and supervises and participates in cleaning activities.
4. Requisitions, receives and supervises storage and inventory of all food supplies.
5. Inspects equipment and requests needed repairs; supervises arrangements for special lunchroom services.
6. Prepares and maintains daily, weekly and monthly reports for federal lunch programs and central office accounting; prepares cash receipts for deposit; prepares other related reports as required.
7. Operates and instructs in the operation of equipment, such as floor model mixers, slicers, large pressure steamers, automatic washing machines and other heavy equipment and attachments normally used in large quantity food preparation.
8. May be required to instruct and/or serve, set up steam tables, sell ice cream, candy, sandwiches, soft drinks and other counter items; act as cashier, account for cash and inventory.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by three years of practical experience in the requisitioning, preparation, cooking and serving of food to large groups, at least two years of which shall have been in responsible charge of such work; or an equivalent combination of training and experience.

CLASS TITLE: COOK-MANAGER, SECONDARY SCHOOL  
(continued)

CODE: 2634

Knowledge, Abilities and Skills: Requires considerable knowledge of: the preparation, cooking, baking and serving of a large variety of foods; food storekeeping and kitchen sanitation methods.

Requires skill and ability to: follow prescribed menus and recipes; requisition foods for lunchrooms; instruct and supervise lunchroom employees; operate various large quantity food preparing machines, equipment and related attachments; maintain records and prepare accurate reports.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Cook-Manager, Elementary School  
School Lunchroom Cook

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES2636 SCHOOL FOOD SERVICE AREA SUPERVISOR

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**Definition:** Under general direction, the School Food Service Area Supervisor, visits and directs food service operations and supervises staff engaged in the preparation of food for schools. The essential functions of this job include: supervising school lunch room staff at assigned schools; making daily visits to assigned school sites to observe and ensure that proper food service methods and techniques are utilized; meeting with cook-managers and other food service personnel to discuss and make suggestions on the efficient methods of food processing; planning menus, developing recipes and conducting conferences on the implementation of menus and new recipes; interviewing and training staff; inspecting equipment for proper operation and utilization; reviewing, maintaining and consolidating reports; and making recommendations to keep cafeterias operating on a break-even basis.

**Distinguishing Features:** Class 2636 School Food Service Area Supervisor is the advanced journey and supervisory level responsible for managing the food service activities of assigned school facilities, and supervising food service personnel. This class is distinguished from class 2637 Food Service Assistant Supervisor in that the latter is the managerial level fully responsible for directing the school district's food service program.

**Supervision Exercised:** Class 2636 School Food Service Area Supervisor is responsible for supervising subordinate food service personnel and cooks.

**Example of Important and Essential Duties:**

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Supervising school lunch room staff at assigned schools.
2. Making daily visits to assigned school sites to observe and ensure that proper food service methods and techniques are utilized.
3. Meeting with cook-managers and other food service personnel to discuss and make suggestions on the efficient methods of food processing.
4. Planning menus, developing recipes and conducting conferences on the implementation of menus and new recipes.
5. Interviewing and training staff.
6. Inspecting equipment for proper operation and utilization.
7. Reviewing, maintaining and consolidating reports to make recommendations on keeping cafeterias operating on a break-even basis.
8. Performs related duties and responsibilities as assigned.

## **2636 SCHOOL FOOD SERVICE AREA SUPERVISOR**

### **Job Related and Essential Qualifications:**

**Knowledge of:** principles and procedures of kitchen/serving area operations; safety methods and procedures.

**Ability to:** supervise staff engaged in the preparation of school meals and menus at assign school sites; communicate effectively both orally and in writing; deal courteously and effectively with all school personnel and to effectively represents the school district at parent and teachers meetings; and use personal computers.

### **Experience and Training Guidelines:**

**Training:** Possession of a baccalaureate degree from an accredited college or university with major coursework in Institutional Administration; Hotel and Restaurant Administration; Home Economics; Dietetics; Food Science or Nutrition; **AND**

**Experience:** Two (2) years verifiable supervisory experience in an institutional culinary operation involving planning, preparing and serving in large quantities (Experience acquired in commercial restaurants is not considered qualifying); **AND**

**License/Certificate:** Possession of a current valid driver's license, access to a motor vehicle and obtain a Public Health Food Handler's Card within six (6) months of appointment.

**Special Requirement:** Driving to work sites.

**Effective Date:** 2/24/69

**Amended:** 7/28/69, retitled.

**Amended:** 4/10/96, change job title and make current duties and responsibilities.

**Amended:** 9/3/99

**Reason for Amendment:** To accurately reflect the current task, knowledge, skills, and abilities defined in the most recent job analysis conducted for this class.

(AMENDED)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: FOOD SERVICE ASSISTANT SUPERVISOR

CODE: 2637

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, is responsible for the day-to-day management of school lunchrooms; responsible for community relations and communications between school principals, cafeteria personnel and administrators; supervises and plans the work and assignment areas of School Lunchrooms Area Supervisors; develops training plans for cafeteria employees; supervises the preparation and establishment of menus and food utilization rules and standards.

Requires responsibility for: Interpreting the aims of the cafeteria program to principals, administrators, and to the community; coordinating existing methods and assists in the training and development of subordinates in new procedures; making regular and continued contact with principals, other administrators and School Lunchrooms Area Supervisors with the aim of achieving maximum economies through improvement of methods of requisitioning and the preparation and storing of food; requires independent responsibility for the preparation and review of the important cafeteria operating records, reports, and financial statements; developing and coordinating the application of new or revised policies and procedures relating to cafeteria operations; making regular contacts with other departmental cafeteria personnel, the Federal, State and local government agencies whose rules and regulations affect the cafeteria program.

EXAMPLES OF DUTIES:

1. Assigns and supervises the work of cafeteria personnel through their first line supervisor.
2. Reviews the work of subordinate personnel to assure conformance with existing cafeteria policies and fiscal and legal regulations concerning the use of surplus and other foods made available through Federal, State and local programs.
3. Reviews food contracts for conformance with School District, State and Federal procedures and awards contracts.
4. Confers with the Supervisor, Food Services, in the development of purchasing and food service systems and procedures; personally develops new systems and procedures for the approval of superiors.
5. Confers with and advises principals and other administrators concerning the operation of school cafeterias.
6. Reviews recommendations submitted by subordinates for accuracy, completeness, and reasonableness; refers reports and recommendations to superiors.
7. Assists the supervisor in planning the community relations aspect of cafeterias and interpreting the aims of the cafeteria program to principals and to the community.
8. Responsible for developing and applying specifications for cafeteria materials and equipment.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university, with a baccalaureate degree, with major course work in home economics, nutrition, hotel and restaurant administration, business administration, industrial engineering or some closely related field.

CLASS TITLE: FOOD SERVICE ASSISTANT SUPERVISOR

CODE: 2637

MINIMUM QUALIFICATIONS (Continued)

Requires at least four years of progressively responsible experience, including two years of responsible supervisory experience in institutional culinary operations, institutional administration, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of the principles and procedures of institutional management, including food operations, personnel supervision, sanitation and operation of equipment; the methods, procedures and systems used in modern food handling and warehousing.

Requires skill and ability to: Assign, supervise and inspect the work of subordinates; to analyze and recommend innovations in school lunchroom operations; to establish and maintain effective working relationships with all cafeteria personnel, school principals, and administrators; speak effectively and deal courteously and tactfully with representatives of other departments, Federal, State and local agencies; prepare clear, concise, accurate and innovative reports and records.

PROMOTIVE LINES:

To : 2638 Food Service Supervisor, San Francisco Unified School District

From: 2636 School Lunchroom Area Supervisor

ADOPTED: 2/24/69

AMENDED: 4/1/69

AMENDED: 7/28/69

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DEPARTMENT OF HUMAN RESOURCESSAN FRANCISCO  
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## 2638 DIRECTOR OF FOOD SERVICES, SAN FRANCISCO UNIFIED SCHOOL DISTRICT

**Definition:** Under general administrative direction, the Director of Food Service plans, organizes, coordinates and exercises overall responsibility for the management of the San Francisco Unified School District's Student Nutrition Program. The incumbent establishes, implements, and coordinates policies and procedures throughout the District to ensure execution of an effective Food Service Program to support food and food service warehouses; prepares the program's annual budget; and performs other related duties as required.

**Distinguishing Features:** The Director, Food Service, SFUSD, reports directly to the Chief Executive Director of Administrative and Support Services, and is the highest management level in the food service series which is specific to the School District. The incumbent directs and oversees all operational aspects of Student Nutrition Programs.

**Supervision Exercised:** The Director, Food Service, San Francisco Unified School District, is responsible for overall management of the District's Student Nutrition Program and exercises direct and/or in-direct supervision over all program staff.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

According to Civil Service Commission Rule 9, the duties specified below are representative of the duties assigned to this class and are not intended to be an inclusive list.

1. Supervises the purchase of and awarding of contracts for the purchase of all food and supplies; and develops specifications and tests for quality and acceptability.
2. Directs the purchase of new and replacement equipment, developing specifications, and studying feasibility of new equipment.
3. Plans for new and remodeled school cafeterias and repair of existing facilities, in conjunction with the Facilities Planning and Construction Division.
4. Using a network to the Central Office of computers in all school cafeterias, controls sales and inventory of food and supplies and conformance with all applicable state and federal regulations.
5. Visits school sites to evaluate and review performance and work with kitchen mangers on new menus.
6. Develops and utilizes marketing techniques and strategies to maximize student participation in the student nutrition program.
7. Directs programs for the training, evaluation, professional development, and progressive discipline (up to and including termination).
8. Plans, completes and submits annual budget recommendations and other fiscal and operating reports.
9. Plans and coordinates student nutrition menus and activities to school-based curriculum.

**Experience and Training Guidelines:**

- (1) Baccalaureate degree from an accredited college or university, with major coursework in nutrition, dietetics, business administration with (with an emphasis in food service administration), or a closely related field; AND
- (2) Eight (8) years of direct administrative experience in institutional and/or commercial culinary operations for a large food service operation that serves at least 15,000 meals daily, which must include fours years of supervisory experience.

**DIRECTOR OF FOOD SERVICES, SAN FRANCISCO UNIFIED SCHOOL DISTRICT**  
**(Continued)**

**NOTES**

- A. Additional experience as listed above may be substituted for education on a year-for-year basis.
- B. An MA or MS degree from an accredited college or university in one of the fields specified above may be substituted for one year of qualifying experience.

**Job Related and Essential Qualifications:**

- (A) **Knowledge of:** the principles and procedures of modern institutional food service operations and management; production, storage, inventory control; and sanitation and operation of equipment; the methods, procedures, and systems used in food handling and warehousing; budgetary procedures and the budget process, including methods of budget preparation and fiscal administration in a program receiving state and federal funds; management principles and practices, time management, organizational planning; and personnel administration and supervision, staff utilization, development, training performance evaluation and employee relations.
- (B) **Ability to:** communicate effectively with staff and departmental personnel, city, state and federal officials, department management, cafeteria personnel, school administrators and principals; write clear, concise and organized reports including audit responses, personnel actions and Board Resolutions; and coordinate student nutrition and activities with school-based curriculum.
- (C) **Skill to:** perform contract administration which involves development of specification, issuance of debt and requests for proposals (RFPs), evaluation of debt and proposals, implementation of contracts and periodic evaluation of contracts.

**Effective Date:** October 6, 1969

**Amended Date:** 9/24/99

**Reason for Amendment:** To accurately reflect the current tasks, knowledge, skills, and abilities defined in the most recent job analysis conducted for this class.

CLASS TITLE: COOK'S ASSISTANT

CODE: 2650

CHARACTERISTICS OF THE CLASS:

Under supervision, performs work of average difficulty in participating in the preparation and cooking of large quantities of food in an institutional kitchen; and performs related duties as required.

Requires normal responsibility for: following oral or written instructions in the performance of routine cooking duties; achieving minor economies in the proper storage, preparation and serving of food; making routine contacts with inmate help assigned to an institutional kitchen.

EXAMPLES OF DUTIES:

1. Prepares meats, fish, vegetables and other items for cooking, using hand operated or automatic equipment; cooks large quantities of meats, vegetables or other foods.
2. Prepares salads, fruits and desserts; operates steam cooking equipment; makes coffee or other beverages in large quantities.
3. Dishes up food to be served; relieves or assists cooks, as assigned; cleans and supervises the cleaning of the kitchen area, cooking utensils and equipment; supervises kitchen helpers and vegetable men in the performance of their duties.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by two years of experience performing the duties of a cook's assistant as described above, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of the operations of a large institutional kitchen; the use, care and cleaning of a variety of kitchen equipment commonly used in the preparation and cooking of large quantities of food.

Requires skill and ability to: cook large quantities of food under supervision; carry out detailed oral and written instructions; supervise the work of subordinates or inmate help when so assigned.

PROMOTIVE LINES:

To: Cook

From: Kitchen Helper  
Vegetable Man



SAN FRANCISCO CIVIL SERVICE COMMISSION

(RETITLED AND AMENDED)

CLASS TITLE: ASSISTANT COOK

CODE: 2650

CHARACTERISTICS OF THE CLASS:

Under supervision, prepares and assists in the preparation and cooking of large quantities of food in an institutional kitchen; and performs related duties as required.

Requires responsibility for: Following oral or written instructions in the performance of routine cooking duties; achieving minor economies in the proper storage, preparation and serving of food; making routine contacts with other personnel assigned to an institutional kitchen.

EXAMPLES OF DUTIES:

1. Prepares, cooks and serves a wide variety of foodstuffs for large quantity service according to preplanned menus, including special diet items.
2. Assists or relieves cooks when directed.
3. Directs and assists in the cleaning of the kitchen and equipment.
4. Supervises Food Service Workers in the performance of their duties.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by two years experience in the preparation and serving of food; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of the operations of a large institutional kitchen; the use, care and cleaning of a variety of kitchen equipment commonly used in the preparation and cooking of large quantities of food.

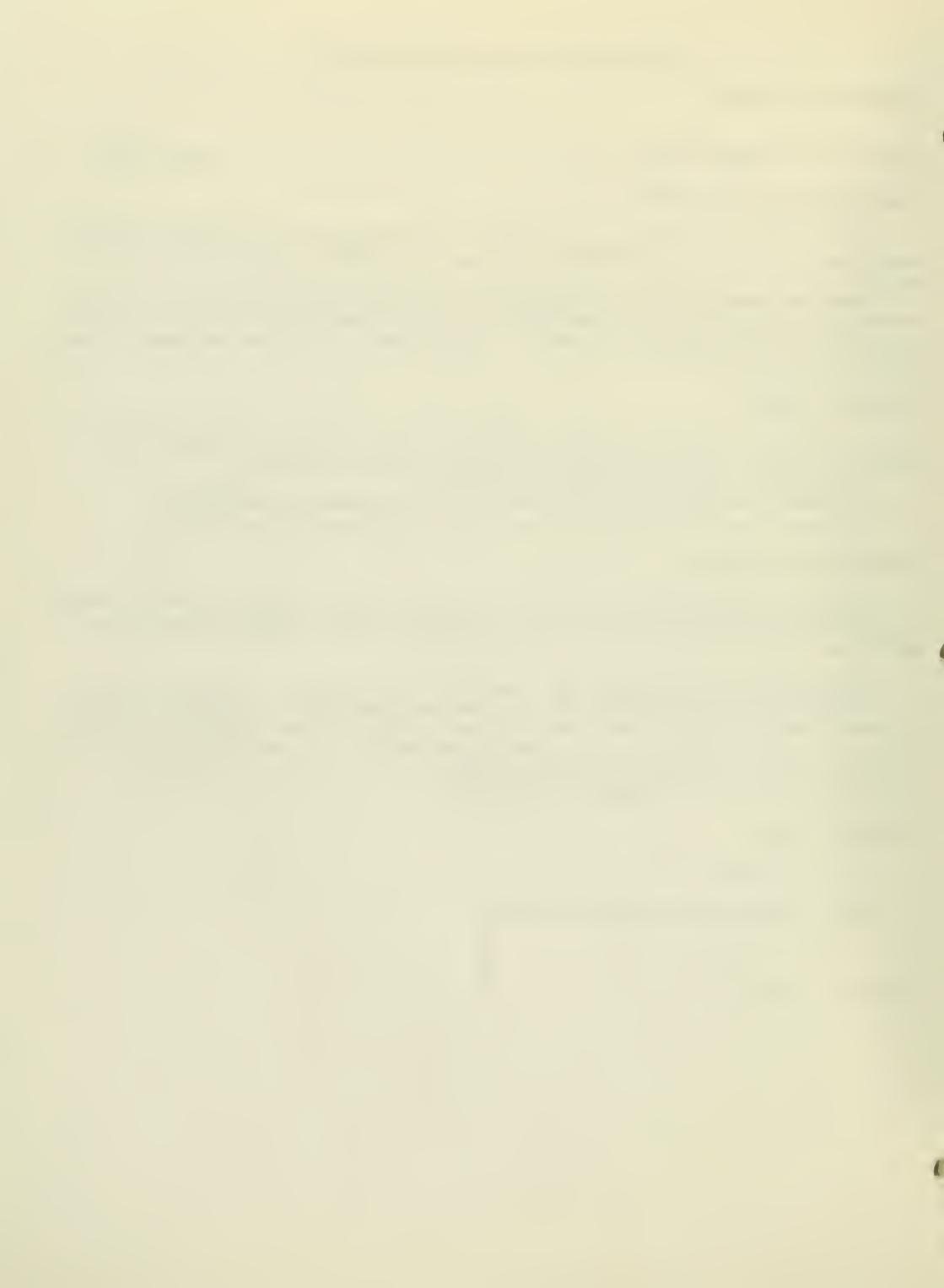
Requires skill and ability to: Prepare and cook large quantities of food in all food groups under supervision; carry out detailed oral and written instructions; supervises the work of subordinates when assigned.

PROMOTIVE LINES:

To : 2654 Cook

From: 2606 Senior Food Service Worker

Adopted: 11/20/72



(RETITLES CLASSIFICATION)

CLASS TITLE: BAKER

CODE: 2652

CHARACTERISTICS OF THE CLASS:

Under direction, prepares a variety of bakery products in large quantities for consumption in a large institution; and performs related duties as required.

Requires responsibility for: following instructions; preparing pastry goods according to recipes provided; preventing waste of bakery ingredients.

EXAMPLES OF DUTIES:

1. Prepares various doughs according to prescribed recipes; prepares pans, mixes fillings, frostings, puddings or other pastry; bakes cakes, pies, pastries, doughnuts and breads.
2. Operates and maintains hand or power equipment used in bakery activities; controls and checks oven temperatures.
3. Supervises subordinate personnel in the performance of similar duties and inspects their work.
4. Cleans and supervises the cleaning of mixing bowls, pots, pans, utensils, ovens and automatic equipment used in pastry preparation and baking.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school and two years high school, supplemented by at least three years of experience as a commercial pastry cook or baker, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a comprehensive working knowledge of: the methods, ingredients, supplies and equipment used in various types of quantity baking and dessert preparation.

Requires skill and ability to: prepare large quantities of various types of pastries, cakes and breads commonly served in large institutions; plan and perform work according to existing schedules; follow detailed instructions and recipes; supervise the work of subordinates; keep simple records.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Original entrance examination

AMENDED: 12/9/68



**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**JOB CODE TITLE: COOK**

**JOB CODE: 2654**  
Business Unit: COMMN

**DEFINITION:**

Under general supervision, performs skilled duties in the preparation and cooking of large quantities of a variety of foods; and performs related duties as required.

**DISTINGUISHING FEATURES:**

2654 Cook is the journey-level position within the Cook series. Positions in 2654 Cook are distinguished from 2650 Assistant Cook by the assignment of more difficult and responsible activities.

**SUPERVISION EXERCISED:**

May assign and supervise food service employees in the performance of their duties.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to 2654 Cook and are not intended to be an inclusive list.

1. Plans menus and accommodates special diet in planning menus.
2. Prepares and cooks large variety of foods.
3. Orders food and requisitions supplies.
4. Cleans up kitchen area, appliances and utensils.
5. Estimates amount of groceries needed.
6. Follows instructions and works according to established methods and procedures.
7. Maintains records, routine reports, and related duties.
8. May supervise food service employees.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

**Knowledge of:** food preparation techniques; common kitchen and food terminology; tools, utensils and equipment used in the preparation, cooking and baking of food; basic mathematics; required safety and health practices; principles of nutrition; methods of storing foodstuffs.

**Ability to:** prepare and cook a wide variety of food including special diet items commonly found on the menus of institutions; follow detailed oral and/or written instructions; plan, supervise and inspect the work of food service employees; maintain accurate records and prepare simple reports; lift and carry at least 25 pounds of food and cooking supplies; work well with others.

**Skill in:** the use and cleaning of modern cooking tools, utensils and equipment; oral and written communication.

**EXPERIENCE AND TRAINING GUIDELINES:**

**Section I:** Positions with all City Departments except Public Utilities Commission

Two (2) years of verifiable journey-level experience as a full-charge cook in the preparation and cooking of large quantities of food in a setting such as hospital, correctional facility, the military, a commercial high volume food service corporation, hotel or restaurant and ability to lift and carry 50 lbs. of food and supplies and to mix and stir large quantities of food substances on a routine basis.

**Section II:** Positions with Public Utilities Commission

Two (2) years of verifiable journey-level experience as a full-charge cook in the preparation and cooking of large quantities of food in a setting such as a hotel, restaurant or institution and ability to lift and carry 25 lbs.

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**JOB CODE TITLE: COOK**

**JOB CODE: 2654**  
Business Unit: COMMN

**LICENSES OR CERTIFICATE:**

Possession of a current valid Driver's License will be required for certain positions located outside of San Francisco.

**SPECIAL REQUIREMENTS:**

Some physical strength is required in lifting and carrying food, cooking supplies and equipment; also requires ability to stand for long periods of time; manual dexterity in the use and operation of kitchen appliances and equipment; drive narrow steep mountain roads in inclement weather conditions; work weekends and evenings in facilities in remote areas.

**Amended Date:** 11/20/72; 11/12/99

**Reason for Amendment:** To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job.

CLASS TITLE: CHEF

CODE: 2656

CHARACTERISTICS OF THE CLASS:

Under direction, assists an administrative chef in the direction and supervision of the operation of the kitchen of a large institution or is responsible for the direction and supervision of the kitchen of a smaller institution; and performs related duties as required.

Requires responsibility for: the interpretation and enforcement of established policies and procedures; effecting considerable economies in the use of foodstuffs; accurate record keeping and submission of routine reports.

EXAMPLES OF DUTIES:

1. Supervises and participates in the planning, preparation and serving of meals at an institution; assigns subordinates and inspects their work; supervises, either directly or through subordinates, all phases of kitchen operations; consults with and advises subordinates as necessary.
2. Cooks or otherwise prepares various foods, especially those requiring a high degree of skill; may cut and issue meats; may prepare menus.
3. Requisitions foodstuffs and supervises their receipt, inspection and storage.
4. Supervises the cleaning and care of kitchen equipment and utensils; inspects kitchen and equipment for safety.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by at least four years of experience as a cook in a large institution; or an equivalent combination of training & experience.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: the principles, practices, equipment and supplies used in the preparation and cooking of large quantities of food; the principles of nutrition; the legal provisions relating to the safe and sanitary operation of a large kitchen.

Requires skill and ability to: estimate food requirements of large groups of institutional inmates and personnel; cut and issue meats; plan, supervise and inspect the work of subordinates; keep routine records and make required reports.

PROMOTIVE LINES:

To: Administrative Chef

From: Cook



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT DIRECTOR, FOOD SERVICES

CODE: 2660

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, coordinates, and directs the operation of a large institutional food service department; selects, trains, supervises and evaluates a large staff, directly and through subordinate supervisory personnel; directs the purchasing of food and supplies; participates in budget preparation and monitoring; and performs related duties as required.

DISTINGUISHING FEATURES:

Class 2660 Assistant Director, Food Services, is primarily responsible for the direct management of activities involved in food preparation and distribution including procurement, proper storage, and inventory, within a large institutional food service operation. It differs from the 2662 Director, Food Services, in that the Assistant Director reports to the Director who assumes the overall, total responsibility for operation of a hospital food services department. The Assistant Director, Food Services, differs from the lower level 2620 Food Service Manager in that the latter functions under the direction of the assistant director to directly supervise a discrete function such as food production or cafeteria services. Finally, the Assistant Director may act for the Director as necessary.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Directs staff engaged in the receipt, storage, menu planning, preparation and distribution of food within an institutional kitchen; oversees cafeteria services by monitoring service standards, equipment use and pricing; oversees patient tray services by checking service standards and meal statistics.
2. Plans and coordinates with chefs and chief dietitian the operation of an institutional kitchen to ensure the cost effective production of nutritionally adequate meals; plans and implements special events or catering; may project capital equipment or improvement recommendations.
3. Assists in preparation of annual budget by assessing needs; consolidates and monitors food expenditures, revenues and meal service statistics through the use of computer analyses.
4. Supervises receipt of foods and supplies; monitors purchasing activities by initiating and reviewing contract specifications, vendor compliance with contract provisions and checking payment to vendors.
5. Communicates with management, staff, and labor representatives; advises management of personnel issues; evaluates performance appraisals, reviews employee conferences and performance standards.
6. Represents the department in a variety of meetings, including labor negotiations; acts for the director in his/her absence.

CLASS TITLE: ASSISTANT DIRECTOR, FOOD SERVICES

CODE: 2660

QUALIFICATIONS:

"The examination announcement shall provide the qualifications... and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: Current principles, methods and equipment used in the storage, care, handling, preparation, cooking, dispensing and serving of large quantities of food within an institutional setting; safety and sanitation principles; principles of nutrition.

Requires ability to plan menus for a large institution; supervise inventory maintenance; estimate food requirements and order food in large quantities; direct the efficient, safe and sanitary operation of a large institutional kitchen; organize, assign and direct the work of a large number of subordinate personnel; coordinate kitchen activities in accordance with institutional policies and procedures; communicate effectively, orally and in writing, to staff and administrative personnel.

General knowledge of computers, dBase, Lotus or similar software is desirable.

ADOPTED: 1/12/61

AMENDED: 1/21/65

RETITLED AND AMENDED: 8/3/92

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SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: FOOD SERVICE ADMINISTRATOR

CODE: 2661

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, directs and coordinates the food service for a large institution or the county jail system; plans menus for patients or inmates with a view toward maximizing nutrition within budgetary limits; estimates and budgets for food requirements of inmate population; directs the training and work activities of subordinate food service personnel; implements cost accounting system for food service; and performs related duties as required.

Requires major responsibility for participation in policy making and for enforcing methods and procedures used in food preparation and service activities; achieving considerable economies and emphasizing nutritional value of food served in menu planning; frequent contacts with vendors, representatives of other institutions, employee representatives and others in connection with food service activities; directing the preparation and maintenance of a variety of operational records, including cost accounting systems.

EXAMPLES OF DUTIES:

1. Analyzes problems related to food service activities for a large institution or prison population; plans menus within budgetary limitations with a view toward obtaining maximum nutritional benefits; devises and implements a policy control system.

2. Contacts and may negotiate with food vendors with respect to quality, quantity and cost of food supplies; conducts research in the matter of types of food supplies available and their sources; directs through subordinates the ordering, storage and control of food supplies; assures compliance with sanitary regulations, personal hygiene of kitchen personnel and safety regulations.

3. Develops training programs for subordinates and reviews the effectiveness of such programs; meets with employee representatives and individuals regarding grievances and other personnel matters when required.

4. Prepares budget estimates with justifications; compiles and assembles fiscal and statistical data related to dietary and food service activities; investigates and evaluates available types of kitchen equipment and related items and recommends upon their purchase; inspects existing equipment and installations and recommends regarding replacement or repair.

5. Reviews kitchen activities and food preparation procedures with a view toward improvement of personnel assignments, usage of space and methods employed in food preparation; endeavors to maximize food acceptance by inmates and to minimize food waste.

6. May, on occasion, participate in food preparation activities.

7. Directs, through subordinate personnel, the activities and services of the Diet Department including food distribution, tray preparation, dishwashing, sanitation and housekeeping; supervises portion control, ordering supplies, use of equipment and the budget preparation of the Diet Department.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school and a 2-year course of training at the college level which included dietetics, nutrition and other major aspects of food service administration. Requires 5 years of experience in food service activities, including at least 2 years of experience in a position which involved supervisory or administrative responsibility for the preparation, service, purchasing and accounting for food served in a large institution or commercial organization serving a minimum of 500 persons per meal.

CLASS TITLE: FOOD SERVICE ADMINISTRATOR

MINIMUM QUALIFICATIONS: (contd)

Knowledge, Abilities and Skills: Requires a thorough knowledge of: Modern principles, procedures and equipment used in the storage, care, handling, preparation, cooking, baking, dispensing and serving of food in large quantities; kitchen sanitation and safety measures used in the operation, cleaning and care of utensils, equipment and work areas; food values as well as nutritional and economical substitutions within food groups.

Requires a general knowledge of: Effective personnel management practices and planning, organizing and directing the work of others; food accounting and adjusting rations to changing needs; use of purchase orders for food and equipment and keeping inventories and making requisitions; training methods and planning and conducting in-service training programs.

Requires the ability to: Function successfully with a minimum of technical guidance; analyze situations accurately and adopt an effective course of action; keep records and prepare reports.

PROMOTIVE LINES:

To : No normal line of promotion

From: Original entrance examination

ADOPTED: 8/6/73

AMENDED: 2/3/75

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CHILDREN'S CENTER KITCHEN HELPER

CODE: 2670

CHARACTERISTICS OF THE CLASS:

Under supervision, assists in the preparation and serving of foods; performs routine tasks in the cleaning of kitchen and kitchen utensils; and performs related duties as required.

Requires normal responsibility for: following simple oral or written instructions; making frequent contacts with other employees on routine matters. Nature of work requires contact with young children and considerable physical and manual effort with some exposure to accident and injury hazards and somewhat disagreeable elements.

EXAMPLES OF DUTIES:

1. Prepares simple foods such as toast, cereal, sandwiches, salads, beverages or desserts; assists in preparing food for serving by cutting up or dishing up food portions; serves fruit juices or milk.
2. Washes dishes and utensils; assists in cleaning refrigerators, stoves and other kitchen equipment; may mop kitchen floors.
3. Sets tables and serves foods.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by one year of experience in kitchen helper work; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some working knowledge of the use and care of simple kitchen utensils and equipment.

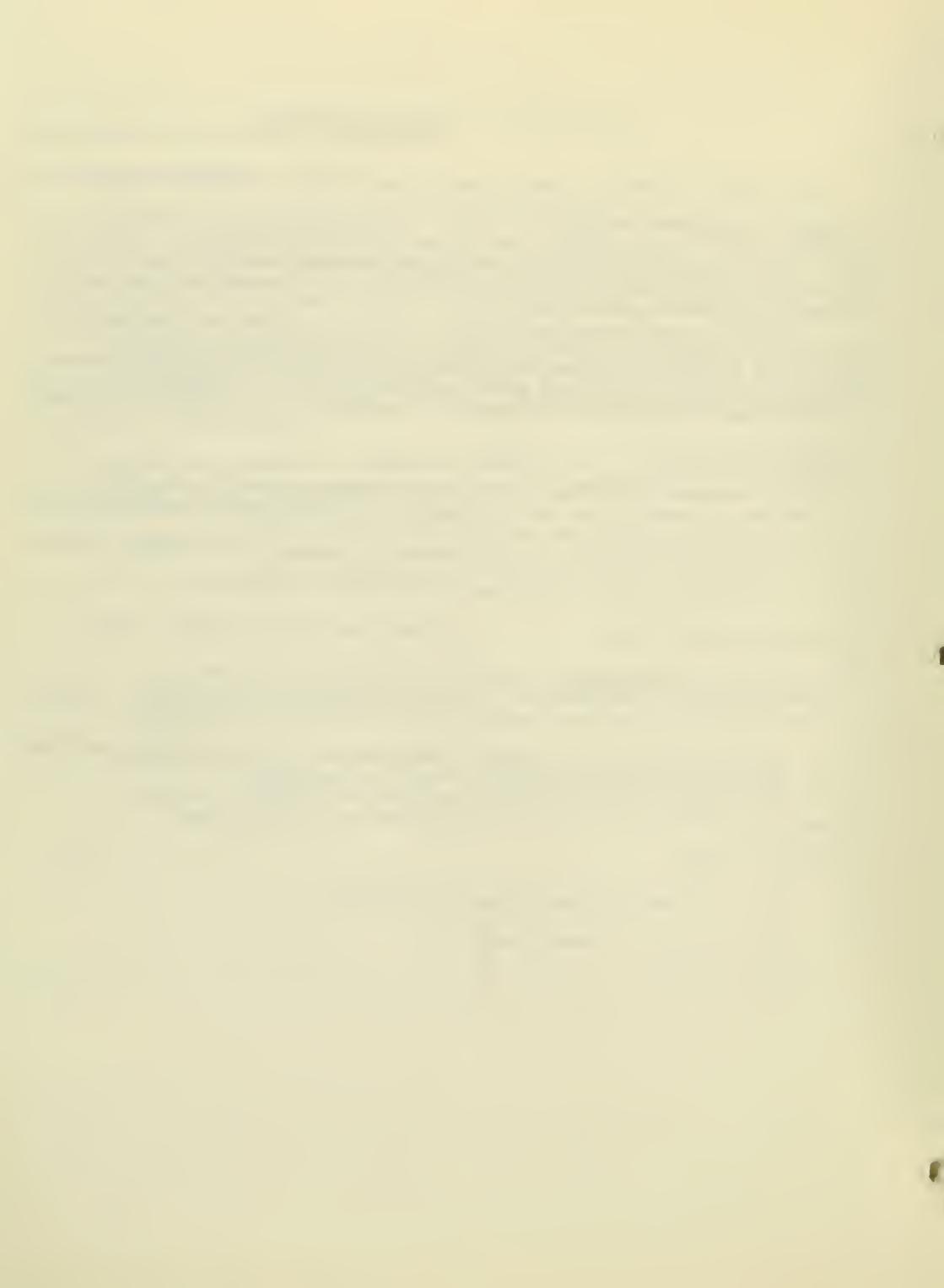
Requires the ability to follow simple oral or written instructions and to co-operate with others in the performance of routine tasks.

PROMOTIVE LINES:

To: Children's Center Assistant Housemother

From: Original Entrance Examination

ADOPTED: 9/29/66



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CHILDREN'S CENTER ASSISTANT HOUSEPARENT

CODE: 2672

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs a variety of cleaning and housekeeping duties in connection with the maintenance of a children's center; assists in the preparation and serving of meals; and performs related duties as required.

Requires the application of simple repetitive manual skills to work involving the use of a few definite procedures in cleaning and housekeeping work and in the preparation and serving of foods. Nature of work requires contact with young children and sustained light and/or moderately heavy physical effort with occasional exposure to accident or injury hazards and some disagreeable elements.

EXAMPLES OF DUTIES:

1. Assists in the preparation and serving of meals and washing dishes.
2. Sweeps and mops playrooms, hallways, offices, lavatories and other areas daily; dusts furniture; empties wastepaper baskets.
3. Sets up and stacks cots; changes linen.
4. Washes toilets daily; washes tables, stoves, refrigerators and sinks in kitchen; washes and waxes floors.

MINIMUM QUALIFICATIONS

Training and Experience: Requires completion of eight years of elementary school, supplemented by at least one year of experience in general cleaning and housekeeping duties; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of methods, materials and supplies used in cleaning and housekeeping work.

Requires ability to: perform repetitive manual cleaning tasks without continuous supervision; follow oral and written instructions; use cleaning appliances; some ability to prepare and serve meals; maintain pleasant personal relationships with other persons and with children.

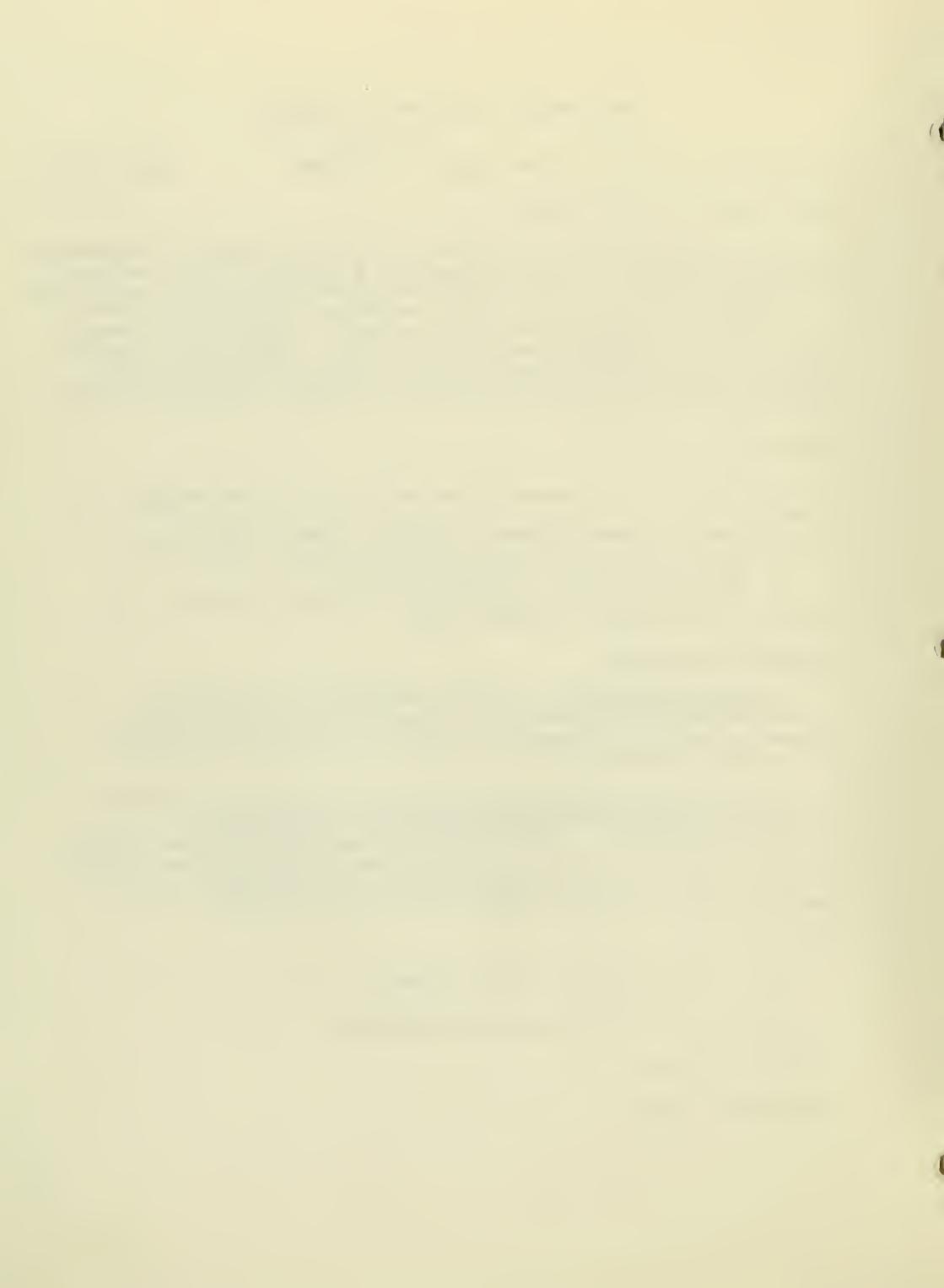
PROMOTIVE LINES:

To: 2674 Children's Center Houseparent

From: 2670 Children's Center Kitchen Helper

ADOPTED: 9/29/66

RETITLED: 7/1/77



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CHILDREN'S CENTER HOUSEPARENT

CODE: 2674

CHARACTERISTICS OF THE CLASS:

Under direction, manages a kitchen in a children's center; cooks, bakes, and performs other phases of food preparation; and performs related duties as required.

Requires responsibility for: following established methods and procedures relating to the preparation of food in children's centers; following oral and written instructions; making frequent contact with teachers and other employees; keeping simple records and making reports. Nature of work requires contact with young children and some physical effort with occasional exposure to accidents and injury hazards.

EXAMPLES OF DUTIES:

1. Prepares all types of food, such as breakfasts, snack foods, salads, meats, and desserts; cooks and seasons food according to recipes; mixes ingredients and adds condiments on the basis of experience or as directed; tests cooked foods to determine if properly cooked and seasoned.
2. May assist in dishing up servings according to menu.
3. Maintains equipment and cleans kitchen facilities; estimates food needs, keeping records and preparing reports.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by at least two years of practical experience in the preparation, cooking, baking and serving of foods in large quantities; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: the techniques of cooking and baking a large variety of foods normally served to children ranging in age from 2 years through elementary school; food values and nutrition; the care and cleaning of kitchen equipment.

Requires skill and ability to: understand and follow oral and written instructions; operate various large quantity food-preparing equipment and related attachments; keep simple records and prepare reports.

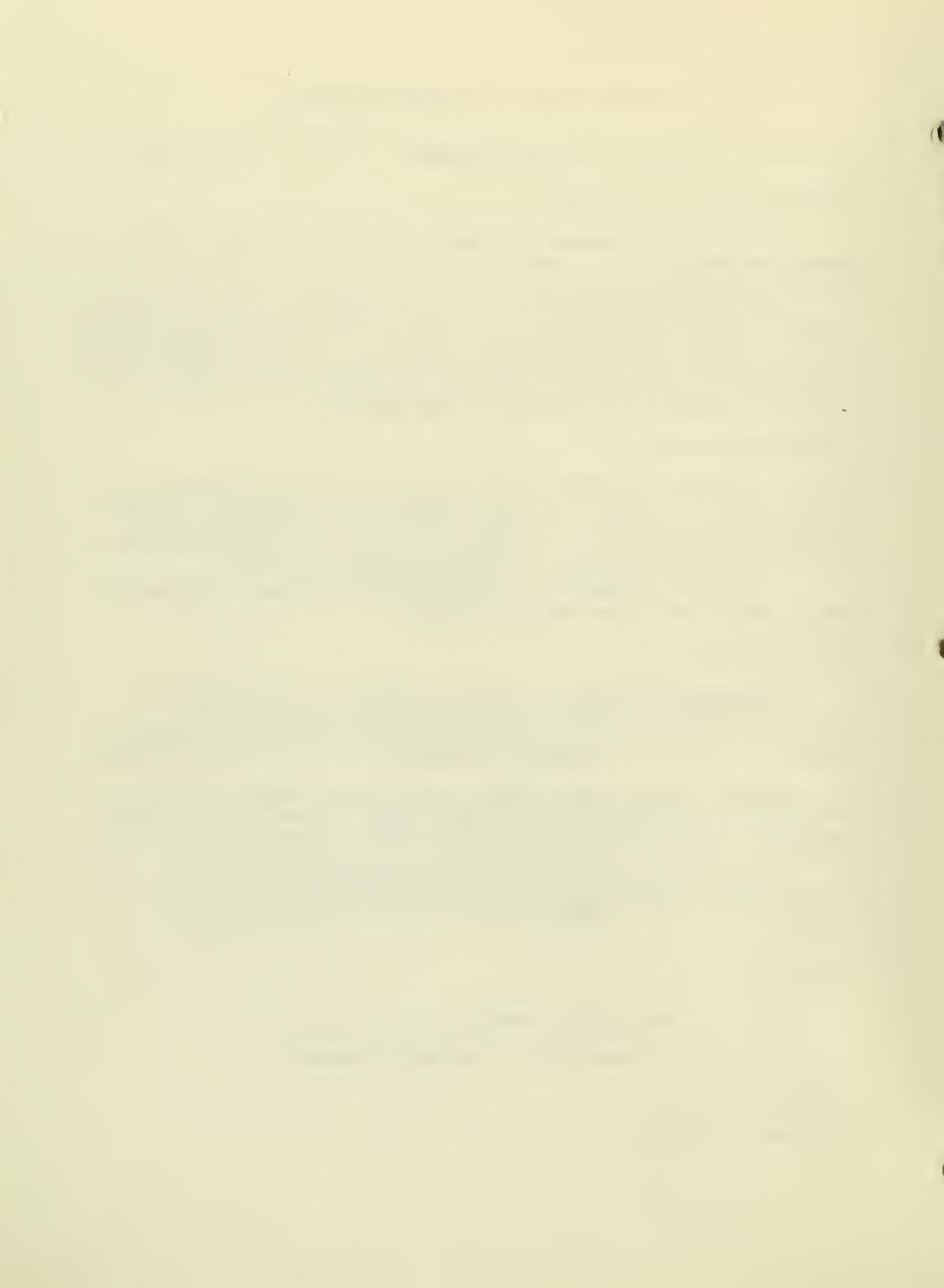
PROMOTIVE LINES:

To: No normal lines of promotion

From: 2672 Children's Center Assistant Houseparent

ADOPTED: 9/29/66

RETITLED: 7/1/77



CLASS TITLE: JANITRESS

CODE: 2702

CHARACTERISTICS OF THE CLASS:

Under supervision, performs routine manual cleaning tasks in a public building, other facilities and surrounding areas; and performs related duties as required.

Requires responsibility for following established procedures in the application of simple manual skills and the use of simple tools, equipment and supplies to clean interior of buildings or assigned areas. Nature of work requires continuous light physical effort, with occasional exposure to accident and injury hazards or to some disagreeable elements.

EXAMPLES OF DUTIES:

1. Cleans and scrubs lavatories, polishes fixtures, mirrors and furniture surfaces; replenishes lavatory supplies.
2. Sweeps, mops, vacuums and dusts stairways, hallways, office rooms, classrooms and floors; polishes furniture, empties waste baskets and ash trays.
3. In recreational areas, sweeps and cleans dressing rooms, locker room and adjacent facilities and areas.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by at least one year of experience in janitorial work, or an equivalent combination of training and experience.

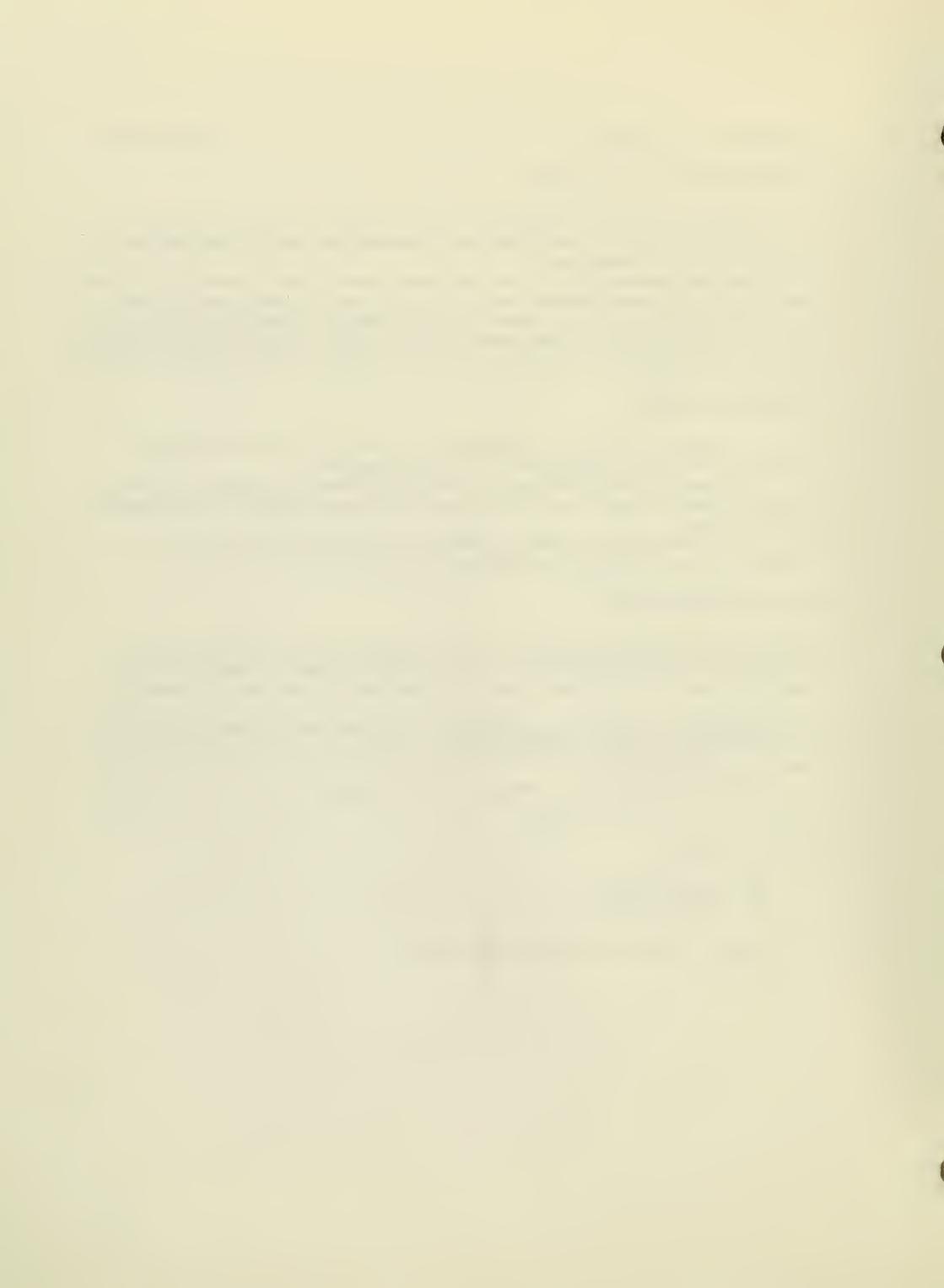
Knowledge, Abilities and Skills: Requires working knowledge of: methods used in general cleaning activities; tools, equipment and supplies used in janitorial work;

Requires ability to: read and write; understand and follow simple written or oral instructions.

PROMOTIVE LINES:

To: Housekeeper  
House Mother

From: Original Entrance Examination.



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SCHOOL CUSTODIAN, FEMALE

CODE: 2704

CHARACTERISTICS OF THE CLASS:

Under supervision, performs routine manual cleaning tasks in a school building and surrounding area; and performs related duties as required.

Requires responsibility for: following established procedures in the application of simple manual skills and the use of simple tools, equipment and supplies to clean interior of buildings or assigned areas; continuing personal contacts with school children and teachers. Nature of work requires continuous light physical effort, with occasional exposure to accident and injury hazards and some disagreeable elements.

EXAMPLES OF DUTIES:

1. Cleans and scrubs lavatories, polishes fixtures, mirrors and furniture surfaces; replenishes lavatory supplies.
2. Sweeps, mops, vacuums and dusts stairways, hallways, office rooms, classrooms and floors; polishes furniture, empties waste baskets and ash trays.
3. In recreational areas, sweeps and cleans dressing rooms, locker rooms and adjacent facilities and areas.
4. Supervises and maintains order among students during recess periods.
5. Distributes milk or other refreshments to students.
6. Secures school building; locks doors and windows and insures that lights are turned off when school building is closed.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by at least one year of experience in janitorial work; or an equivalent combination of training and experience.

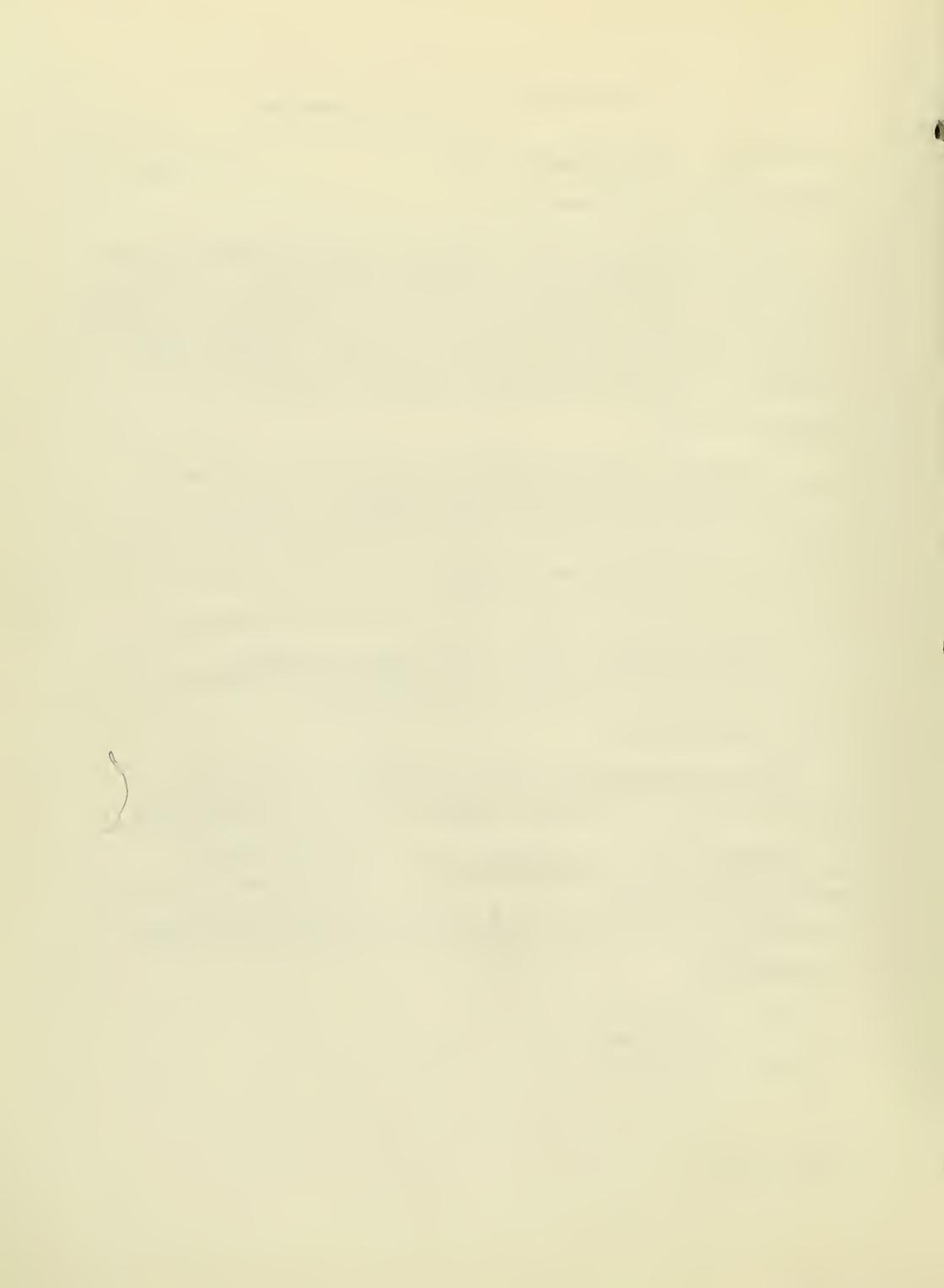
Knowledge, Abilities and Skills: Requires working knowledge of: methods used in general cleaning activities; tools, equipment and supplies used in janitorial work.

Requires ability to: read and write; understand and follow simple written or oral instructions; supervise and work around school children.

PROMOTIVE LINES:

To: Housekeeper  
House Mother

From: Janitress



**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**JOB CODE/TITLE: HOUSEKEEPER/FOOD SERVICE CLEANER**

**JOB CODE: 2706**

Business Unit: COMMN

**DEFINITION:**

Under general supervision, performs a variety of cleaning and housekeeping duties in connection with the maintenance of quarters for interns, physicians, nurses, student nurses, lodgers at Hetch Hetchy project, and others; or performs a variety of cleaning duties in connection with Airport food courts.

**DISTINGUISHING FEATURES:**

At the Hetch Hetchy project, the 2706 Housekeeper/Food Service Cleaner will work under the supervision of class 2654 Cook. At the Airport during two 8-hour daily shifts, the 2706 Housekeeper/Food Service Cleaner will work under supervision of 2618 Food Service Supervisors. The Housekeeper/Food Service Cleaner is distinguished from the 2708 Custodian class in that the latter performs heavier cleaning tasks, including operating floor scrubbers, waxers, buffers and/or vacuum cleaners and shampooers to clean and maintain large areas.

**SUPERVISION EXERCISED:**

None.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

When assigned to quarters at Hetch Hetchy:

1. Sweeps and mops bathrooms, hallways and other rooms daily; dusts furniture, empties wastepaper baskets; makes beds; changes bed linens; sorts and counts soiled linens.
2. Washes toilets, bathtubs and shower stalls daily; washes tables, stoves, refrigerators and sinks in kitchens; washes shelves, cleans cupboards, pots and pans; washes kitchen floors, cleans tile work.
3. May perform general cleaning and light food preparation duties; assisting in the preparation and serving of meals, washing dishes and cleaning silverware; replenishing supplies, as needed.
4. Performs related duties and responsibilities as assigned.

When assigned to food courts at the Airport:

1. Cleans up spills by sweeping and mopping floor areas; performs light spot cleaning of visible surfaces of tables and chairs; picks up and replenishes cleaning supplies, as necessary.
2. Clears off dining tables by removing trays, dishes and food; cleans condiment islands and refills condiment items as necessary in order to maintain a clean and orderly dining area.
3. Interacts with Airport customers and the traveling public to insure the high Airport standards of customer service.
4. Performs related duties and responsibilities as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

**Knowledge of:** methods, materials, and supplies used in cleaning and housekeeping work.

DOCUMENTS DEPT.

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**JOB CODE/TITLE: HOUSEKEEPER/FOOD SERVICE CLEANER**

**JOB CODE: 2706**

**Business Unit: COMMN**

**Ability to:** perform repetitive manual cleaning tasks without continuous supervision; follow oral and written instructions.

**Skill in:** the use of electric cleaning appliances; preparing and serving meals; interacting courteously and effectively with facility residents, customers, and personnel at assigned work location.

**EXPERIENCE AND TRAINING GUIDELINES:**

One (1) year of verifiable experience in cleaning at a food court or restaurant; or one (1) year of verifiable institutional experience in general cleaning and housekeeping; or an equivalent amount of training and experience.

**LICENSE OR CERTIFICATE:**

For positions at Hetch Hetchy, possession of a valid Driver's License required. Positions at Hetch Hetchy will be required to drive in inclement weather and on mountain roads.

**SPECIAL REQUIREMENTS:**

Requires the application of simple repetitive manual skills to work involving the use of a few definite procedures in cleaning and housekeeping work in the preparation and serving of light foods; maintaining personal hygiene according to health codes and standards; sustained light and/or moderately heavy physical effort with occasional exposure to accident or injury hazards and some disagreeable elements. Some positions at Hetch Hetchy may be required to work at guest facilities and bunk houses located in remote areas, requiring incumbents to stay several days or weeks at a time.

**Effective Date:**

**Amended Date:**      **7/28/00**

**Reason for Amendment:** to broaden the classification to include positions assigned to the Airport food courts and to accurately reflect the current tasks, knowledge, skills and abilities for this job class.

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10/77

SAN FRANCISCO CIVIL SERVICE COMMISSION

DOCUMENTS

CLASS TITLE: CUSTODIAN

Clean Spec.

CODE: 2708

CHARACTERISTICS OF THE CLASS:

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Under supervision, performs routine manual cleaning tasks in a public building, other facilities and surrounding areas; and performs related duties as required.

Requires responsibility for: following established methods and procedures in the application of simple manual skills and use of cleaning tools, equipment and supplies to clean interiors of buildings, other facilities and surrounding areas. Nature of work requires sustained physical effort involving continuous light work and occasional heavy work in moving or lifting furniture and equipment, with some exposure to accident and injury hazards and disagreeable elements.

EXAMPLES OF DUTIES:

1. Sweeps, scrubs, mops, spots and waxes floors; vacuums and cleans rugs and carpets.
2. Cleans, dusts and polishes cabinets, furniture and woodwork; empties and cleans waste receptacles and ash trays.
3. Cleans stairways and hallways; cleans and disinfects restrooms and replenishes supplies; cleans offices and lobbies; cleans ceilings, walls, window shades, light fixtures and venetian blinds.
4. Assists in moving and arranging furniture and equipment.
5. Turns out lights and locks doors and windows.
6. Operates scrubbers, buffers, waxers and related electrical appliances and equipment; may tend simple, low pressure heating systems.
7. In recreational areas, cleans auditoriums, gymnasiums, club houses and locker rooms; picks up papers and rubbish in play areas; hangs flags and decorations; reports evidences of vandalism, broken plumbing, windows, doors, locks, etc.
8. May wash interior glass partitions and interior and exterior windows which can be easily reached from floor or ground level.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by at least one year of experience in janitorial work, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good working knowledge of the methods, materials, chemicals, disinfectants, safety practices and equipment used in janitorial work.

Requires ability and skill to: use and care for janitorial equipment and supplies; read and write, follow written and oral directions.

PROMOTIVE LINES:

TO: Custodial Assistant Supervisor

FROM: Original Entrance Examination

AMENDED: Sept. 7, 1976 CONSOLIDATES CLASS 2714 JANITOR AND CLASS 2702 JANITRESS



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SCHOOL CUSTODIAN

CODE: 2709

CHARACTERISTICS OF THE CLASS:

Under supervision, sweeps, scrubs and maintains a school building and adjacent premises in a clean, orderly condition; regulates heating and ventilating; receives and checks supplies and equipment; makes minor and emergency building repairs; assists teaching personnel by performing manual or strenuous tasks; and performs related duties as required.

Requires responsibility for: Following established methods and procedures in the application of simple manual skill and use of cleaning tools, equipment and supplies to clean interior of buildings, other facilities and surrounding areas; continuing contact with school children and teachers. Nature of work requires sustained physical effort involving continuous light work and occasional heavy work in moving or lifting furniture and equipment, with some exposure to accident and injury hazards and disagreeable elements.

EXAMPLES OF DUTIES:

1. Cleans, scrubs and mops floors and walls in buildings; polishes brass and marble; waxes floors; washes windows which are not at dangerous heights; keeps classrooms, offices, halls and stairways in a clean, orderly condition; cleans up rubbish from grounds and incidentally cares for lawns and shrubbery.
2. Cleans and scrubs lavatories, polishes fixtures, mirrors and furniture surfaces; replenishes lavatory supplies.
3. Sweeps, mops, vacuums and dusts stairways, hallways, office rooms, classrooms and floors; polishes furniture, empties waste baskets and ash trays.
4. In recreational areas, sweeps and cleans dressing rooms, locker rooms and adjacent facilities and areas.
5. Supervises and maintains order among students during recess periods.
6. Distributes milk or other refreshments to students.
7. Operates, regulates, and maintains the heating and ventilating systems in the buildings; checks water levels in gauges and periodically performs routine servicing to boilers and pumps.
8. Inspects buildings and grounds and observes hazardous or otherwise defective conditions.
9. Replaces electric fuses and lights; performs minor duties in repairing chairs, desks and toys, and unclogging sinks and toilets; submits maintenance requisitions requiring services of skilled craftsmen and inspects progress and work performance; signs completed work requisitions.
10. Receives, checks and stores supplies and equipment shipped to the school; delivers items to various offices and classrooms; assists school staff be delivering milk to classrooms, moving furniture and equipment, as necessary.
11. Receives directions from school principal regarding cleaning operations and in planning for special activities; determines stage and seating arrangements for auditorium events, etc.
12. Assumes custodial responsibility for school building in absence of administrative personnel. Secures school building; locks doors and windows and insures that lights are turned off when school building is closed.

CLASS TITLE: SCHOOL CUSTODIAN

CLASS: 2709

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by at least one year of janitorial experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good working knowledge of janitorial methods, procedures, materials and equipment.

Requires ability and skill to use and care for janitorial equipment and supplies according to written and oral instructions; get along with school children and faculty.

PROMOTIVE LINES:

TO: School Custodian Assistant Supervisor

FROM: Original Entrance Examination

AMENDED: Sept. 7, 1976

CONSOLIDATES CLASS 2704 SCHOOL CUSTODIAN, FEMALE AND CLASS 2724 SCHOOL CUSTODIAN, MALE.

CLASS TITLE: JANITOR

CODE: 2714

CHARACTERISTICS OF THE CLASS:

Under supervision, performs routine manual cleaning tasks in a public building, other facilities and surrounding areas; and performs related duties as required.

Requires responsibility for: following established methods and procedures in the application of simple manual skills and use of cleaning tools, equipment and supplies to clean interiors of buildings, other facilities and surrounding areas. Nature of work requires sustained physical effort involving continuous light work and occasional heavy work in moving or lifting furniture and equipment, with some exposure to accident and injury hazards and disagreeable elements.

EXAMPLES OF DUTIES:

1. Sweeps, scrubs, mops, spots and waxes floors; vacuums and cleans rugs and carpets.
2. Cleans, dusts and polishes cabinets, furniture and woodwork; empties and cleans waste receptacles.
3. Cleans stairways and hallways; cleans and disinfects restrooms and replenishes supplies; cleans offices and lobbies; cleans ceilings, walls, window shades, light fixtures and venetian blinds.
4. Assists in moving and arranging furniture and equipment.
5. Turns out lights and locks doors and windows.
6. Operates scrubbers, buffers, waxers and related electrical appliances and equipment; may tend simple, low pressure heating systems.
7. In recreational areas, cleans auditoriums, gymnasiums, club houses and locker rooms; picks up papers and rubbish in play areas; hangs flags and decorations; reports evidences of vandalism, broken plumbing, windows, doors, locks, etc.
8. May wash interior glass partitions and interior and exterior windows which can be easily reached from floor or ground level.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by at least one year of experience in janitorial work, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good working knowledge of the methods, materials, chemicals, disinfectants, safety practices and equipment used in janitorial work.

Requires ability and skill to: use and care for janitorial equipment and supplies; read and write, follow written and oral directions.

PROMOTIVE LINES:

To : Janitor Sub-Foreman

From: Original Entrance Examination



**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**JOB CODE TITLE: CUSTODIAL ASSISTANT SUPERVISOR**

**JOB CODE: 2716**

**Business Unit: COMMN**

**Definition:** Under general supervision, performs janitorial duties and supervises custodial staff assigned to clean the interior of public buildings, schools, other facilities and surrounding areas; trains new custodians; inspects work assignment; requisitions inventory of janitorial supplies; communicates with staff and performs related duties as required.

**Distinguishing Features:** Class 2716 Custodial Assistant Supervisor is the first level supervisory class in the custodial series. Incumbents in this class perform a variety of cleaning tasks and supervise a small-to-medium sized group of custodians. This working supervisory class is distinguished from the next higher level of class 2718 Custodial Supervisor I in that the latter provides full time supervision for a large group of custodians.

**Supervision Exercised:** Supervise a small-to-medium size group of custodians.

**Examples of Important and Essential Duties:**

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Assigns, supervises and participates in the work of a small group of custodians engaged in performing a variety of cleaning tasks in buildings and surrounding areas at various sites.
2. Attends training and seminars on safety issues, and trains custodial staff in the proper use of chemicals, tools and equipment, and other safety and security procedures.
3. Inspects buildings, grounds and equipment and requisitions needed repairs to remedy unsightly, improper or unsafe conditions.
4. Makes emergency interim and minor repairs as needed; makes referrals for proper repairs.
5. Maintains standards of work performance and replaces absent custodians when necessary; applies departmental or City policies and procedures related to supervision of personnel.
6. Inspects and ensures completion of work assignments according to specified schedules; checks and verifies time records.
7. Requisitions and maintains inventory of janitorial supplies and equipment; keeps records of usage manually or by using automated systems.
8. Reports unusual building conditions to supervisor in instances requiring other than janitorial attention.
9. Arranges furniture, fixtures and equipment in rooms for meetings or display purposes.

**JOB CODE TITLE: CUSTODIAL ASSISTANT SUPERVISOR**

**JOB CODE: 2716**

**Business Unit: COMMN**

10. Communicates with staff and administrator in person or in writing by preparing and completing a variety of forms, reports, memos and electronic mail.
11. Evaluates, counsels and initiates disciplinary actions to enforce departmental and City personnel laws and regulations.
12. Applies basic computer skills to produce reports and inventories.
13. Performs other duties as required.

**Job Related and Essential Qualifications:**

**Knowledge of:** janitorial methods and procedures, materials, chemicals, disinfectants and equipment used in cleaning large public buildings and surrounding areas; existing safety laws, rules, methods and procedures including applicable OSHA regulations to ensure the safety of staff, the public, and building occupants.

**Ability to:** assign, train, inspect and evaluate the activities of subordinate personnel engaged in janitorial duties; communicate effectively and courteously with staff, other departmental personnel and the general public as well as understand and correctly follow English instructions; promote, establish and maintain effective working relationships with staff, departmental personnel and the general public; write reports or correspondence in a clear, concise and effective manner; may be required to use a personal computer.

**Training and Experience Guidelines:**

**Training and Experience:** Two (2) years of verifiable experience as a custodian with experience cleaning the interior of public buildings, other facilities and surrounding areas using the following: vacuum cleaners, waxing and buffing appliances, rug shampooers, disinfectants, soaps, waxes and cleaning compounds; AND Possession of a valid driver's license.

**Adopted:** 10/18/82

**Amended:** 4/6/00

**Reason for Amendment:** To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

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DEPARTMENT OF HUMAN RESOURCES

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JOB CODE TITLE: CUSTODIAL SUPERVISOR

JOB CODE: 2718  
Business Unit: COMMN  
SFMTA

**Definition:** Under direction, supervises a large group of custodial employees engaged in cleaning activities in large public buildings, other facilities, and surrounding areas at various sites, and performs related duties as required. Nature of work requires sustained physical effort involving walking, standing and heavy lifting during entire shift, and occasional exposure to accidents and injury hazards. Employees may be required to work varying shifts, weekends and holidays.

**Distinguishing Features:** Incumbents in this class 2718 Custodial Supervisor supervise a large group of custodial staff in various locations. This working supervisory class is distinguished from the next higher level of class 2719 Janitorial Services Assistant Supervisor in that the latter assist in overall supervision and direction of custodial services through subordinate supervisory personnel, over custodians.

**Supervision Exercised:** Supervise a large group of custodians and subordinate custodial supervisors.

**Examples of Important and Essential Duties:**

According to Civil Service Commission Rule 9, the duties, specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Assigns and supervises a large group of custodians engaged in performing a variety of cleaning tasks in buildings and surrounding areas at various sites.
2. Requisitions and maintains inventory of janitorial supplies, materials and equipment; keeps records of usage manually or by using automated systems.
3. Maintains personnel, time, and vacation/holiday records; prepares and evaluates time records and other related reports in order to ensure staffing needs.
4. Develops, updates, and evaluates work standards, policies and procedures by inspecting the quality of custodial services in public buildings. This includes enforcement of work standards, and suggesting alternative methods of cleaning for improvements.
5. Monitors furniture and equipment moving activities to prevent potential or actual safety hazards; completes industrial accident forms when necessary.
6. Makes field checks of buildings and other assigned areas to maintain standards of work performance and a satisfactory work progress; inspects security, quality, and scope of all completed work.
7. Receives and investigates complaints about custodial services; responds or makes recommendations to emergency situations.

**JOB CODE TITLE: CUSTODIAL SUPERVISOR**

**JOB CODE: 2718**

**Business Unit: COMMN  
SFMTA**

8. Evaluates the performance of subordinate staff; writes performance evaluations; counsels and initiates disciplinary actions to enforce Departmental and City regulations.
9. Coordinates the operation and care of custodial appliances and equipment; issues keys, supplies and equipment to custodial employees.
10. Inspects and ensures completion of work assignments according to specified schedules.
11. Maintains contact with the public and with other departments regarding custodial services.
12. Communicates with staff and administrator in person or in writing by preparing and completing a variety of forms, reports, memos and email.
13. Drives motor vehicle to reach various job sites in order to monitor custodial performance.
14. Performs other duties as required.

**Job Related and Essential Qualifications:**

**Knowledge of :** janitorial methods and procedures, materials, chemicals, disinfectants and equipment used in cleaning large public buildings and surrounding areas; existing safety laws, rules, methods and procedures including applicable OSHA regulations to ensure the safety of staff, the public, and building occupants.

**Ability to:** plan, assign, train, inspect and evaluate the activities of supervisory subordinate personnel engaged in janitorial duties; communicate effectively and courteously with staff, other departmental personnel and the general public as well as understand and correctly follow English instructions; promote, establish and maintain effective working relationships with staff, departmental personnel and the general public; write reports or correspondence in a clear, concise and effective manner; may be required to use a personal computer; and comply with all legal laws and regulations in order to drive a vehicle legally during the length of employment.

**Training and Experience Guidelines:**

**Training and Experience:** Two (2) years of verifiable experience as a custodial supervisor (equivalent to City class 2716) responsible for the supervision of a large group of employees engaged in custodial work; AND Possession of a valid driver's license.

**Adopted:** 7/1/77

**Amended:** 8/31/00

**Reason for Amendment:** To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES****JOB CODE TITLE: JANITORIAL SERVICES ASSISTANT SUPERVISOR****JOB CODE: 2719**  
**Business Unit: COMMN**  
**SFMTA**

**Definition:** Under general direction, assists in the overall supervision and direction of custodial services in public buildings; exercises work direction, through subordinate supervisory staff, over custodians; and performs other related duties as required. Nature of work requires some physical effort involving continuous light work and occasional heavy work in moving or lifting furniture and equipment. Employees may be required to work varying shifts, weekends and holidays.

**Distinguishing Features:** Incumbents in this class supervise and direct a large group of custodial staff at various locations. This working supervisory class is distinguished from the next higher level of class 2720 Janitorial Services Supervisor in that the latter oversees and directs general custodial services in the division, and performs more complex administrative work including preparation of an annual custodial budget.

**Supervision Exercised:** Supervise a large group of custodians through subordinate supervisory staff.

**Examples of Important and Essential Duties:**

According to Civil Service Commission Rule 9, the duties, specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Supervises and coordinates the work of a large group of custodial employees engaged in cleaning activities in public buildings by exercising work direction through subordinate supervisory staff to ensure a productive work flow. This includes evaluating, monitoring and documenting the performance of all subordinate personnel and making recommendations for recognition awards as well as disciplinary actions to superiors.
2. Develops, directs and evaluates in-service training programs for new and incumbent custodial supervisory staff in order to instruct personnel regarding custodial activities and in the safe and proper use of chemicals, equipment and supplies.
3. Evaluates the performance of subordinate staff; monitors and documents attendance and behavior patterns; confers with employees; writes performance evaluations; and recommends disciplinary actions or actions of a serious nature as needed. This includes training subordinates on use of City and departmental policies and procedures regarding performance evaluation and disciplinary actions; and monitoring the evaluation duties of subordinate supervisory personnel.
4. Develops, updates, and evaluates work standards, policies and procedures by inspecting the quality of custodial services being rendered in public buildings. This includes investigating potential or actual safety hazards, as well as the evaluation and enforcement of work standards.
5. Maintains personnel, time, and vacation/holiday records; prepares and evaluates time records and other related reports in order to ensure staffing needs and payroll. This includes distributing pay warrants.

6. Monitors personnel requirements to maintain adequate custodial staffing of custodial units. This includes submitting requests to fill vacancies, approving vacation and leave requests, planning for emergencies and special events, assigning and transferring custodial personnel to cover absences and vacations.
7. Prepares written reports, memoranda, and correspondence on a variety of matters regarding the administration and operation of custodial services.
8. Maintains contact with the public and with other departments regarding custodial services; communicates and coordinates work with line supervisors in person or in writing; advises staff on City and departmental policies; investigates and responds to complaints, requests for work, and emergencies.
9. Drives motor vehicle to reach various job sites in order to monitor custodial performance.
10. Provides information to assist in the preparation of the annual budget, including the documentation of need for equipment and materials.
11. Authorizes routine and non-routine maintenance for special projects; coordinates inventory through reports from subordinate staff to ensure the availability of materials and equipment needed to perform custodial work.
12. Performs related duties as required.

**Job Related and Essential Qualifications:**

**Knowledge of:** janitorial methods and procedures, materials, chemicals, disinfectants and equipment used in cleaning large public buildings and surrounding areas; existing safety laws, rules, methods and procedures including applicable OSHA regulations to ensure the safety of staff, the public, and building occupants.

**Ability to:** plan, assign, train, inspect and evaluate the activities of supervisory subordinate personnel engaged in janitorial duties; communicate effectively and courteously with staff, other departmental personnel and the general public as well as understand and correctly follow English instructions; promote, establish and maintain effective working relationships with staff, departmental personnel and the general public; write reports or correspondence in a clear, concise and effective manner; may be required to use a personal computer; plan, organize, and coordinate an effective custodial operation; and comply with all legal laws and regulations in order to drive a vehicle legally during the length of employment.

**Training and Experience Guidelines:**

**Training and Experience:** Two (2) years of verifiable experience as a custodial supervisor (equivalent to City class 2718) responsible for the supervision of a large group of employees engaged in custodial work; OR Three (3) years of verifiable experience as a custodial supervisor (equivalent to City class 2716) responsible for the direct supervision of a large group of employees engaged in custodial work; AND possession of a valid driver's license.

**Amended:** 8/31/00

**Reason for Amendment:** To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**SAN FRANCISCO  
PUBLIC LIBRARY**JOB CODE TITLE: JANITORIAL SERVICES SUPERVISOR****JOB CODE: 2720**  
**Business Unit: COMMN**  
**SFMTA**

**Definition:** Under administrative direction, supervises and directs a large group of custodial staff, through subordinate supervisory personnel at various locations, and performs other assigned duties as required. Nature of work requires some physical effort involving continuous light work and occasional heavy work in moving or lifting furniture and equipment. Employees may be required to work varying shifts, weekends and holidays.

**Distinguishing Features:** This class is the highest supervisory class in the custodial series. Incumbents in this class supervise and direct custodial services, use of equipment, and auxiliary functions relating to the maintenance and safety of public buildings. Incumbents also perform budgetary work in the custodial division and carry out disciplinary actions as necessary.

**Supervision Exercised:** Supervise a large group of custodians through subordinate supervisory staff.

**Examples of Important and Essential Duties:**

According to Civil Service Commission Rule 9, the duties, specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Supervises and coordinates the work of a large group of custodial employees engaged in cleaning and maintaining public buildings at various locations by exercising work direction through subordinate supervisory staff to ensure productive work flow. This includes evaluating, monitoring and documenting the performance of all subordinate personnel and making recommendations for recognition awards as well as disciplinary actions to superiors.
2. Develops, directs, and evaluates in-service training programs for new and incumbents custodial supervisory staff to provide instruction in proper custodial procedures and the safe use of chemicals, equipment, and supplies. This includes conducting meetings and training sessions as well as preparing written instructions and procedures.
3. Evaluates the performance of subordinate staff; monitors and documents attendance and behavior patterns; confers with employees; writes performance evaluations; and recommends and carries out disciplinary actions as needed. This includes training subordinates on use of City and departmental performance evaluation policies and procedures, and monitoring the evaluation duties of subordinate supervisory personnel.
4. Develops, updates, and evaluates work standards, policies and procedures by inspecting the quality of custodial services being rendered in public buildings, and by keeping abreast of currently accepted and standardized methods to ensure that safety precautions are being met and to improve custodial services.
5. Maintains personnel, time, and vacation/holiday records, prepares and evaluates time records and other related reports in order to ensure staffing needs and payroll. This includes distributing pay warrants.
6. Monitors personnel requirements to maintain adequate custodial staffing of custodial units /teams. This includes submitting requests to fill vacancies, approving vacation and leave requests, planning for emergencies and special events, assigning and transferring custodial personnel to cover absences and vacations.
7. Prepares written reports, memoranda, and correspondence on a variety of matters affecting the administration and operation of custodial services.

**JOB CODE TITLE: JANITORIAL SERVICES SUPERVISOR**

**JOB CODE: 2720**

**Business Unit: COMMN  
SFMTA**

8. Maintains contact with the public and with other departments regarding custodial services; attends meetings; investigates and responds to complaints, requests for work, and emergencies; explains procedures, regulations, and available resources in order to coordinate work flow and establish effective working relationships.
9. Drives a motor vehicle to reach various job sites in order to monitor custodial performance.
10. Advises management in the preparation of the annual budget, including the documentation of needs for personnel, allocated overtime, equipment and supplies in order to cover regular staffing and material requirements as well as special events and emergencies.
11. Authorizes non-routine maintenance and purchases of custodial equipment and supplies from quarterly budget allocations to ensure the availability of materials and equipment needed to perform custodial work; directs the requisitioning, storing, and issuing of supplies and equipment.
12. Performs related duties as required.

**Job Related and Essential Qualifications:**

**Knowledge of :** janitorial methods and procedures, materials, chemicals, disinfectants and equipment used in cleaning large public buildings and surrounding areas; existing safety laws, rules, methods and procedures including applicable OSHA regulations to ensure the safety of staff, the public, and building occupants.

**Ability to:** plan, assign, train, inspect and evaluate the activities of supervisory subordinate personnel engaged in janitorial duties; communicate effectively and courteously with staff, other departmental personnel and the general public as well as understand and correctly follow English instructions; promote, establish and maintain effective working relationships with staff, departmental personnel and the general public; write reports or correspondence in a clear, concise and effective manner; may be required to use a personal computer; plan, organize, and coordinate an effective custodial operation; and comply with all legal laws and regulations in order to drive a vehicle legally during the length of employment.

**Training and Experience Guidelines:**

**Training and Experience:** Two (2) years of verifiable experience as a custodial supervisor (equivalent to City class 2718) responsible for the supervision of a large group of employees engaged in custodial work; OR Four (4) years of verifiable experience as a custodial supervisor (equivalent to City class 2716) responsible for the direct supervision of a large group of employees engaged in custodial work; AND possession of a valid driver's license.

**Adopted:** 01/12/61

**Amended:** 8/31/00

**Reason for Amendment:** To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SCHOOL CUSTODIAN, MALE

CODE: 2724

CHARACTERISTICS OF THE CLASS:

Under supervision, sweeps, scrubs and maintains a school building and adjacent premises in a clean, orderly condition; regulates heating and ventilating; receives and checks supplies and equipment; makes minor and emergency building repairs; assists teaching personnel by performing manual or strenuous tasks; and performs related duties as required.

Requires responsibility for: following established methods and procedures in the application of simple manual skill and use of cleaning tools, equipment and supplies to clean interior of buildings, other facilities and surrounding areas; continuing contact with school children of various ages. Nature of work requires sustained physical effort involving continuous light work and occasional heavy work in moving or lifting furniture and equipment, with some exposure to accident and injury hazards and disagreeable elements.

EXAMPLES OF DUTIES:

1. Cleans, scrubs and mops floors and walls in buildings; polishes brass and marble; waxes floors; washes windows which are not at dangerous heights; keeps classrooms, offices, halls and stairways in a clean, orderly condition; cleans up rubbish from grounds and incidentally cares for lawns and shrubbery.
2. Operates, regulates, and maintains the heating and ventilating systems in the buildings; checks water levels in gauges and periodically performs routine servicing to boilers and pumps.
3. Inspects buildings and grounds and observes hazardous or otherwise defective conditions.
4. Replaces electric fuses and lights; performs minor duties in repairing chairs, desks and toys, and unclogging sinks and toilets; submits maintenance requisitions requiring services of skilled craftsman; inspects progress and work performance; signs completed work requisitions.
5. Receives, checks and stores supplies and equipment shipped to the school; delivers items to various offices and classrooms; assists school staff by delivering milk to classrooms, moving furniture and equipment, as necessary.
6. Receives directions from school principal regarding cleaning operations and in planning for special activities; determines stage and seating arrangements for auditorium events, etc.
7. Assumes custodial responsibility for school building in absence of administrative personnel.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by at least one year of janitorial experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good working knowledge of janitorial methods, procedures, materials and equipment.

CLASS TITLE: SCHOOL CUSTODIAN, MALE  
(continued)

CODE: 2724

Requires ability and skill to use and care for janitorial equipment and supplies according to written and oral instructions; get along well with school children and faculty.

PROMOTIVE LINES:

To: School Custodian Sub-Foreman

From: Original Entrance Examination  
Janitor

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SCHOOL CUSTODIAN ASSISTANT SUPERVISOR

CODE: 2726

CHARACTERISTICS OF THE CLASS:

Under direction, assigns and supervises a janitorial crew and assists in the cleaning and general upkeep of a medium to large school plant; requisitions and receives janitorial supplies; performs semi-skilled repairs to buildings and equipment; and performs related duties as required.

Requires responsibility for: carrying out, coordinating and enforcing prescribed methods and procedures in the cleaning and general upkeep of a school building; making continuous contacts with teachers, students and visitors; keeping routine records of time and work done. Nature of work requires sustained physical effort and occasional heavy lifting, with some exposure to accident and injury hazards and disagreeable elements.

EXAMPLES OF DUTIES:

1. Assigns and supervises the work of janitorial personnel and assists in the cleaning and general upkeep of a school building; inspects classrooms, offices, hallways, and auditoriums for cleanliness and proper maintenance; checks that subordinates properly dust, polish, and arrange furniture and equipment; inspects restrooms for sanitary conditions and for adequate supplies; instructs employees in the proper use of janitorial supplies and equipment; requisitions and distributes janitorial materials and prepares reports on employee work hours and performance.
2. Prepares requisitions for repair work to be done by carpenters, plumbers, electricians, locksmiths, cement finishers and other skilled craftsmen and helpers; inspects progress and quality of work; approves and signs requisitions.
3. Opens, closes and locks buildings and gates or assigns task to responsible subordinate; may operate a low pressure heating plant and perform semi-skilled maintenance and adjustments thereof.
4. Inspects buildings, grounds and equipment and requisitions needed repairs to remedy unsightly, improper or inefficient conditions; makes emergency repairs and adjustments such as clearing clogged plumbing fixtures, fixing locks, turning off water controls and replacing electric fuses.
5. Confers with school principal on the need for replacement of furniture and equipment; supervises the moving of furniture within the building; receives, stores, delivers and inventories all school supplies.
6. Supervises arrangements for use of auditorium for special events; may set up and operate lighting and other equipment.
7. Assumes custodial responsibility for school building in the absence of administrative personnel.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of the tenth grade, supplemented by three years of varied experience in the cleaning and general upkeep of a public building; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: methods, materials and practices used in janitorial work and the proper

CLASS TITLE: SCHOOL CUSTODIAN ASSISTANT SUPERVISOR  
(continued)

CODE: 2726

use and care of mops, brooms, scrubbing brushes, waxing machines, dusters and vacuum cleaning appliances.

Requires ability and skill to: assign, supervise and inspect the work of subordinates; perform a variety of semi-skilled repairs and adjustments to building equipment and facilities; apply methods and practices used in janitorial work and the care of pertinent tools, equipment and facilities.

PROMOTIVE LINES:

To: 2730 School Custodial Services Supervisor I  
2718 Custodial Supervisor I

From: 2709 School Custodian

Retitled: 7/1/77

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SCHOOL CUSTODIAN SUPERVISOR I

CODE: 2727

CHARACTERISTICS OF THE CLASS:

Under direction, plans, assigns, and supervises the work of a large group of custodial employees engaged in the cleaning, maintenance, security, and operation of the buildings and grounds at a school or special facility; and perform related duties as required.

Requires responsibility for: interpreting, coordinating and enforcing the provisions of School District rules and codes, methods and procedures related to cleaning and custodial operations on school premises; making regular contact with departmental personnel and outside organizations concerning the use of school facilities. Nature of supervisory work requires considerable standing and walking in checking work performances of a large group over a large area.

EXAMPLES OF DUTIES:

1. Plans, assigns, and supervises a large custodial group engaged in the cleaning and general upkeep of a school building; inspects the premises for cleanliness and proper maintenance; trains custodians in performing various janitorial tasks and in handling and maintaining equipment.

2. Orders janitorial supplies, materials, and equipment; maintains records of janitorial supplies; keeps records of all scheduled and completed work.

3. Prepares daily work and vacation schedules; prepares time and materials records and reports.

4. Makes recommendations in connection with new work methods and procedures.

5. Inspects buildings, grounds, and equipment and may make minor emergency repairs when necessary; or, reports the need for work orders for repair work by skilled craftsmen.

6. Brings to the attention of the school principal the condition of broken or defective furniture and equipment; oversees furniture and equipment moving activities within a school building, fills out industrial accident forms when necessary.

7. Receives complaints about custodial services; makes or recommends necessary corrections to effect improvements; recommends disciplinary action as necessary.

8. Is responsible for the security and operation of the school buildings and grounds.

9. Assists in the development and advancement of subordinates through training and effective use of employee development program.

MAXIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by three years of school custodial experience, including one year of supervisory experience or an equivalent combination of training and experience.

CLASS TITLE: SCHOOL CUSTODIAN SUPERVISOR I  
(Continued)

CODE: 2727

Knowledge, Abilities and Skills: Requires considerable knowledge of: all phases of custodial work; modern janitorial methods, materials and equipment, including the use of vacuum cleaners, waxing and buffing appliances, disinfectants, soaps, waxes and cleaning compounds, sanitary and safety measures used in janitorial work.

Requires ability and skill to: plan, organize and supervise the work of a large group of school custodial employees; give on-the-job training and instructions in janitorial practices; inspect for the maintenances and repair needs of school buildings; maintain detailed records of all operations and repairs; deal courteously, effectively and tactfully with subordinates, students, departmental personnel, the public, and groups that use school promises.

PROMOTIVE LINES:

TO: 2719 Janitorial Services Assistant Supervisor  
2730 School Custodial Services, Supervisor I

FROM: 2726 School Custodian Assistant Supervisor  
2716 Custodian Assistant Supervisor

ADOPTED: 1-14-65

RETITLED: 7/1/77

CLASS TITLE: JANITOR SUPERVISOR (CITY COLLEGE)

CODE: 2728

CHARACTERISTICS OF THE CLASS:

Under direction, supervises a large janitorial force in the cleaning and general upkeep of the buildings and paved areas of San Francisco City College; requisitions supplies and prepares reports; and performs related duties as required.

Requires responsibility for: developing, coordinating and enforcing the college's janitorial program; making frequent contacts with college officials; proper requisitioning and utilization of materials and equipment.

EXAMPLES OF DUTIES:

1. Plans, organizes, assigns and supervises a large janitorial force in the cleaning and care of all buildings, athletic stadium and paved areas at the college; instructs subordinates in proper cleaning methods and use and care of cleaning equipment.

2. Inspects buildings and paved areas for sanitation, safety and physical needs and prepares inspection reports; meets daily with sub-foremen to discuss problems and plans for day and evening janitorial operations and for special events.

3. Prepares work schedules and makes relief assignments as required; maintains time records and approves overtime work.

4. Meets with college personnel to discuss plans for special events and programs and arranges for the transfer and setup of furniture and equipment.

5. Tests new cleaning supplies and equipment and makes reports on same; prepares instructional and safety bulletins; requisitions and accounts for all janitorial materials used at the college; receives and refers requisitions for needed building and equipment repairs.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years high school, supplemented by at least six years of experience in janitorial, custodial and building maintenance work; at least two years of which shall have been in a responsible supervisory capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires thorough knowledge of the principles, materials and methods to janitorial work; requisitioning supplies and maintaining records; fire and safety regulations.

Requires ability and skill to: direct and instruct a large janitorial force in the cleaning and general upkeep of buildings; work harmoniously with college personnel and craftsmen in coordinating various services; apply methods and techniques used in janitorial work, including supervision; and the care and use of pertinent tools, equipment, supplies and facilities.

License: Requires possession of a valid state motor vehicle operator's license.

CLASS TITLE: JANITOR SUPERVISOR (CITY COLLEGE) (Continued) CODE: 2728

PROMOTIVE LINES:

To: Asst. Supervisor of School Janitorial Services.

From: School Custodian

SAN FRANCISCO CIVIL SERVICE COMMISSION

(RETITLED)

CLASS TITLE: SCHOOL CUSTODIAL SERVICES  
SUPERVISOR I

CODE: 2730

CHARACTERISTICS OF THE CLASS:

Under general direction, conducts the school district's in-service training program for janitors and reviews the work of probationary employees; assists in the overall inspection of school buildings and general supervision of the janitorial force; assigns substitute janitors as needed; and performs related duties as required.

Requires responsibility for: training and evaluating new janitors in the performance of their prescribed duties; assisting the supervisor of school janitorial services in directing the procedures and methods involved in cleaning and maintaining school buildings; making regular field contacts with school principals and subordinates; maintaining personnel and supplies records.

EXAMPLES OF DUTIES:

1. Interviews and instructs new employees in the proper use of equipment, materials and related school janitorial activities; assigns trainees and extra substitute janitors to schools that have heavier enrollments and work loads, or to replace absentees; keeps daily time cards on janitorial personnel working out of the training center; checks probationary janitors at their assigned schools to evaluate and report on the quality of their work and their ability to get along with others.
2. Inspects school buildings to determine the quality and scope of janitorial services being rendered and investigate potential or actual hazards to the safety of students; checks janitorial supplies in relation to surplus and over-ordering; checks posted janitorial schedules to determine if they are equitable and current; prepares written reports on field inspections.
3. Surveys schools to program floor rehabilitation activities during summer months; assigns, directs and coordinates the work of janitorial crews in conjunction with the school district's summer schedule.
4. Maintains personnel records and prepares payroll and allocation of time reports; assumes the duties of the supervisor of school janitorial services in his absence.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by special training in the proper utilization of cleaning materials and equipment, and at least three years of increasingly responsible supervisory janitorial experience in a large public institution or department; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: the janitorial methods, materials and equipment most applicable to school building use; school construction as it relates to cleaning and general upkeep operations.

CLASS TITLE: SCHOOL JANITORIAL SERVICES  
ASSISTANT SUPERVISOR (Continued)

CODE: 2730

Requires ability and skill to: plan and conduct an effective training program for new janitorial personnel and evaluate their progress; inspect and report on the janitorial services performed in the school district's buildings; establish and maintain effective working relationships with school principals and subordinate janitorial personnel; apply methods and techniques used in janitorial work, especially to the enforcement of work standards and training of new personnel.

PROMOTIVE LINES:

To: Supervisor of School Janitorial Services

From: Supervisor of Janitors (City College)  
Supervisor of Janitors  
School Custodian

(Consolidates 2728 Janitor Supervisor (City College)  
2730 School Janitorial Services Assistant Supervisor)

AMENDED: 2/5/73

CLASS TITLE: SCHOOL CUSTODIAL SERVICES SUPERVISOR II

CODE: 2732

## CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans, directs and inspects the work of the school district's janitorial force; interviews and assigns new employees; investigates complaints regarding conduct or service of subordinates; evaluates and approves new supplies, methods and materials; and performs related duties as required.

Requires responsibility for: Developing and enforcing procedures and methods in the proper janitorial care of school district property; achieving moderate economies through the efficient supervising of the requisitioning and utilizing of materials and supplies; making regular field contacts with school principals, administrators and subordinates; maintaining current and complete records on janitorial personnel and supplies.

## EXAMPLES OF DUTIES:

1. Periodically conducts inspections of school district property to evaluate cleanliness, safety and general upkeep conditions; consults with school principal, school custodian and janitorial force and prescribes effective courses of action in correcting defective conditions; investigates and adjusts complaints regarding conduct or service of janitors.
2. Analyzes work methods with a view to improving janitorial services and utilization of employee time; instructs supervisory personnel in changes in cleaning procedure methods or use of new materials and equipment.
3. Interviews applicants and makes recommendations for employments; assigns and transfers personnel; conducts surveys of newly constructed schools or additions to determine the required number of janitorial personnel to maintain each plant in accordance with accepted standards; prepares work schedules for each assigned employee and makes revisions as necessary.
4. Plans and directs a comprehensive in-service training program for new janitorial personnel; reviews performance of employees and maintains current and accurate records on janitorial employees.
5. Reviews and approves or denies individual school requisitions for janitorial supplies and equipment; investigates new supplies, methods and equipment to maintain all school plants in a modern and economical manner.
6. Plans and directs a comprehensive summer program in the cleaning and renovating of school buildings, including the refinishing of gymnasium floors.

## MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by special training in the selection and proper use of cleaning agents and equipment and at least five years of increasingly responsible supervisory experience in a large public institution or department; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires thorough knowledge of: Proper school building janitorial methods; best cleaning materials and equipment available for use in school buildings; school construction as it relates to cleaning and general upkeep operations.

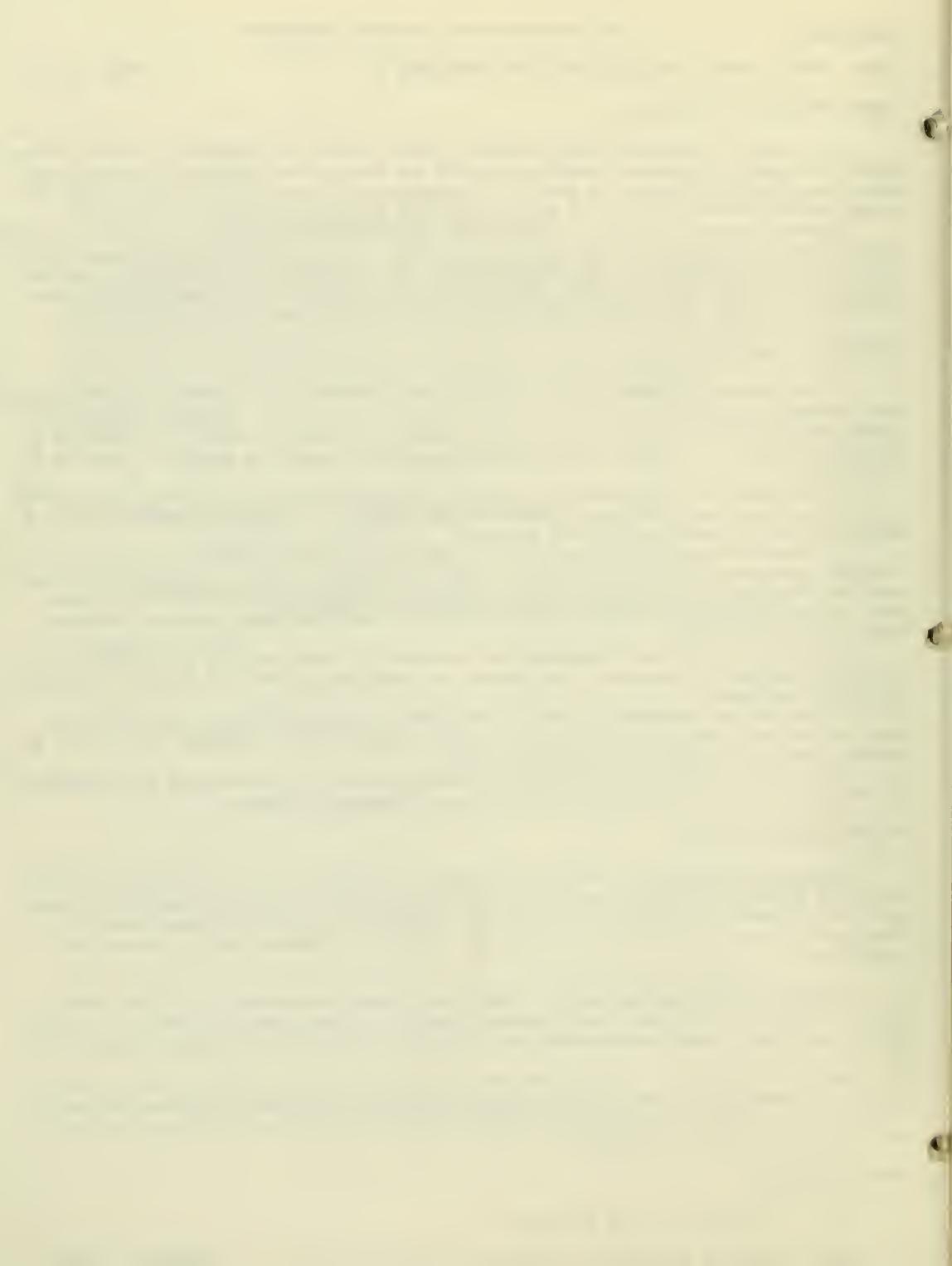
Requires ability to: Plan, direct and inspect the work of a large school district janitorial operation; evaluate and investigate complaints and take effective courses of action; apply methods and techniques used in school janitorial work to the development and direction of work standards.

## PROMOTIVE LINES:

To : No normal lines of promotion

From: Assistant Supervisor of School Janitorial Services

AMENDED: 2/5/73



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PORTER

CODE: 2736

CHARACTERISTICS OF THE CLASS:

Under supervision, performs a variety of routine manual tasks in cleaning floors, hallways, stairs, walls, furniture and equipment in a large institution; transports food, utensils, equipment and supplies between locations; and performs related duties as required.

Requires normal responsibility for: Following established methods and procedures in the performance of routine manual cleaning and related tasks; personal contact with patients, other institution personnel and the general public. Work involves use of simple repetitive manual skills requiring sustained physical effort in doing continuous light or occasional heavy work in surroundings that may be somewhat disagreeable.

EXAMPLES OF DUTIES:

1. Sweeps and wet-mops the floors in halls, wards, laboratories, treatment rooms, stairways and other areas throughout an institution.
2. Scrubs and waxes floors with the aid of electric scrubbing and buffing equipment.
3. Empties waste baskets into larger trash cans and takes same to incinerator; takes wet garbage to garbage room.
4. Washes and cleans face bowls, commodes, bath tubs and other bathroom fixtures and replenishes paper towels, toilet tissue, soap, light bulbs, etc., as needed.
5. Dusts, cleans and washes all furniture, equipment, walls and woodwork throughout an institution.
6. Gathers soiled linen on the various assigned wards and loads into the laundry chute; sterilizes mattresses, pillows, bed linens, etc.
7. Transports food and utensils by pushing a food guerney from the kitchen to the various wards and return to kitchen; moves furniture, equipment and other items about an institution as required and may carry ice to various wards; assists in loading and unloading trucks; uncrates and assembles furniture and equipment.
8. Upon the discharge of a patient, may be assigned to the complete discharge cleaning function which includes but is not limited to the dusting and cleaning of patient rooms, floors, walls, bathrooms, furniture and light fixtures, and the changing of the patients bed.
9. May occasionally have very limited responsibility for the checking and storing of a small variety of supplies, such as dirty and clean linen, office supplies, printed forms, etc.
10. May occasionally wash and clean window glass and electric fixtures from ladders or scaffolds from ground level or interior heights.
11. As directed, may occasionally perform the duties of Porter Assistant Supervisor.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of 8 years of elementary school, supplemented by one year of experience in performing the duties of a porter, janitor or other occupation in which the principal duties include routine manual cleaning tasks; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of: Modern cleaning methods and materials; cleaning tools and equipment; their uses and upkeep.

CLASS TITLE: PORTER

CODE: 2736

MINIMUM QUALIFICATIONS: (Cont.)

Requires ability and skill to bend, stoop, reach, stretch, push, lift and carry; work from ladders or scaffolds from ground level or at interior heights; follow oral and written instructions; get along well with others.

PROMOTIVE LINES:

TO: 2738 Porter Assistant Supervisor

FROM: Original entrance examination

Retitled: 7-1-77

AMENDED: 6-5-78

## DOCUMENTS

## SAN FRANCISCO CIVIL SERVICE COMMISSION

AUG 11 1977

SAN FRANCISCO  
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CLASS TITLE: PORTER ASSISTANT SUPERVISOR

CODE: 2738

## CHARACTERISTICS OF THE CLASS:

Under general supervision, performs porter duties in maintaining a large institution in a clean and orderly condition; and in addition, supervises the work of a small crew of porters performing such duties; and performs related duties as required.

Requires responsibility for: carrying out and explaining existing methods and procedures related to routine manual cleaning tasks; safeguarding of supplies and equipment; personal contact with patients, other institution personnel, and the general public; making and keeping routine records and reports. Work involves the use of simple repetitive manual skills, with short periods of concentration required to assure satisfactory results, requiring sustained physical effort in doing continuous light or occasional heavy work in surroundings that may be somewhat disagreeable.

## EXAMPLES OF DUTIES:

1. Performs the duties of a porter in maintaining an institution in a clean and orderly condition.
2. Assigns duties to a small crew of porters and inspects their work for satisfactory results.
3. Checks timecards of subordinates and reports tardiness of porters to the porter foreman or porter general foreman, and reports any uncovered assignments.
4. Trains and instructs new porter personnel, explaining and demonstrating accepted methods and procedures to be followed.
5. Supervises and/or engages in the transporting of food, utensils, furniture, equipment, ice and other items throughout an institution as required.
6. May supervise and/or engage in the very minor repair and adjustment of tools and equipment used in executing the duties of the position, or reports the need for minor or major repairs to such tools and equipment.
7. As directed, may occasionally perform the duties of porter foreman for limited periods.

## MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by two years of experience in performing the duties of porter, janitor or other occupation in which the principal duties include routine manual cleaning tasks, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of: modern cleaning methods and materials, tools and equipment, their uses and upkeep.

CLASS TITLE: PORTER ASSISTANT SUPERVISOR

CODE: 2738

Requires the ability and skill to bend, stoop, reach, stretch, push, lift and carry; issue and follow oral and written instructions; keep simple records and make simple reports; make preliminary recommendation regarding the adequacy of performance of new porter personnel; get along well with others.

PROMOTIVE LINES:

To: 2740 Porter Supervisor I

From: 2736 Porter

RETITLED: 7/1/77

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PORTER SUPERVISOR I

CODE: 2740

CHARACTERISTICS OF THE CLASS:

Under direction, directs and supervises the work of several crews of porters in maintaining a large institution in a clean and orderly condition; or is responsible for the cleanliness of one or two of a group of large institutional buildings; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing existing policies, methods and procedures and for assisting in originating intra-unit methods and procedures related to routine manual cleaning tasks; proper handling and care of materials, equipment and supplies; personal contacts with patients, other institution personnel and the general public; gathering, preparing and maintaining ordinary operating records and reports. Work involves the use of some independent judgment with continuous close attention required to assure satisfactory results; normal physical effort in surroundings that may be somewhat disagreeable.

EXAMPLES OF DUTIES:

1. Assigns the work and work areas to several crews of porters engaged in maintaining an institution in a clean and orderly condition on a 7-day week schedule.
2. Regularly inspects and makes "spot checks" on the various work areas for cleanliness and proper service by porters and makes corrections where indicated; makes reports thereon.
3. Explains procedures and methods to subordinates by written and oral instructions, demonstrations and other training methods.
4. Interprets departmental rules, regulations and policies to subordinates.
5. Reviews watchmen's reports and timeclocks; refers reported maintenance problems to proper institution personnel for correction.
6. May requisition housekeeping and other limited supplies as needed.
7. As directed, may perform the duties of porter general foreman for limited periods.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school; supplemented by four years of experience in performing the duties of a porter, janitor or other occupation in which the principal duties are those of routine minor cleaning tasks, at least two years of which shall have involved the direction and supervision of similar work by others; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: modern cleaning methods and materials, their uses and upkeep; effective supervisory and training principles and practices; departmental rules, regulations and policies.

CLASS TITLE: PORTER SUPERVISOR I

CODE: 2740

Requires ability and skill to: arrange work schedules; give effective oral and written orders; make and keep adequate time and work records; interpret departmental rules, regulations and policies; correct inadequacies in the performance of subordinates; get along well with others.

PROMOTIVE LINES:

To: 2784 Porter Supervisor II

From: 2738 Porter Assistant Supervisor

RETITLED: 7/1/77

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: GENERAL SERVICES SUPERVISOR

CODE: 2742

CHARACTERISTICS OF THE CLASS:

Under general direction, directs the personnel, operations and procedures of a hospital's transportation service, mail service, and reproduction service; supervises and dispatches the transporting of patients, specimens, reports, equipment and other materials to and from various wards and departments; supervises sorting and delivery of mail; supervises the reproduction of forms, bulletins, and printed material; and performs related duties as required.

DISTINGUISHING FEATURES:

The major feature of this single position class is its responsibility for the supervision of a large number of employees engaged in important hospital auxiliary services. It is distinguished from the next higher level, 2785 Assistant General Services Manager, in that the responsibilities of the latter classification encompass the full range of housekeeping and general service activities.

EXAMPLES OF DUTIES:

1. Supervises the operations and procedures of transportation service personnel; dispatches employees to required services, including pickup or delivery of various items such as specimens, blood, blood slips, x-rays, requisitions, oxygen, lab reports, charts, compressed air, and transporting of patients; supervises the mail service personnel in the sorting and distribution of U.S. mail and inter-departmental and hospital mail; supervises the reproduction service in duplication of forms, letters, and other printed materials by various types of reproduction equipment.

2. Makes specific work assignments to employees in these services; maintains records of work performed; evaluates employees performance; advises General Services Manager on personnel, equipment, supplies, and other operational needs for transportation, mail service, and reproduction service; instructs and trains new employees in the proper way to handle tanks, move patients, and in the performance of other tasks assigned to this unit; prepares and submits monthly staff shift assignments.

3. Coordinates the services with other department heads such as Clinical Lab Manager, Head Nurses, and others in order to maintain a high standard of performance; coordinates schedules for pickup and delivery from various areas of the hospital; investigates and follows up all complaints regarding services; recommends new policies and procedures or changes in existing ones and develops standards of performance.

4. May act as Assistant General Services Manager in the absence of the employee in that classification; works with other management people; attends staff meetings.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by four years of experience in a large institution in transportation, mail, reproduction or related services, including two years experience in the supervision of a large number of employees, or an equivalent combination of training and experience.

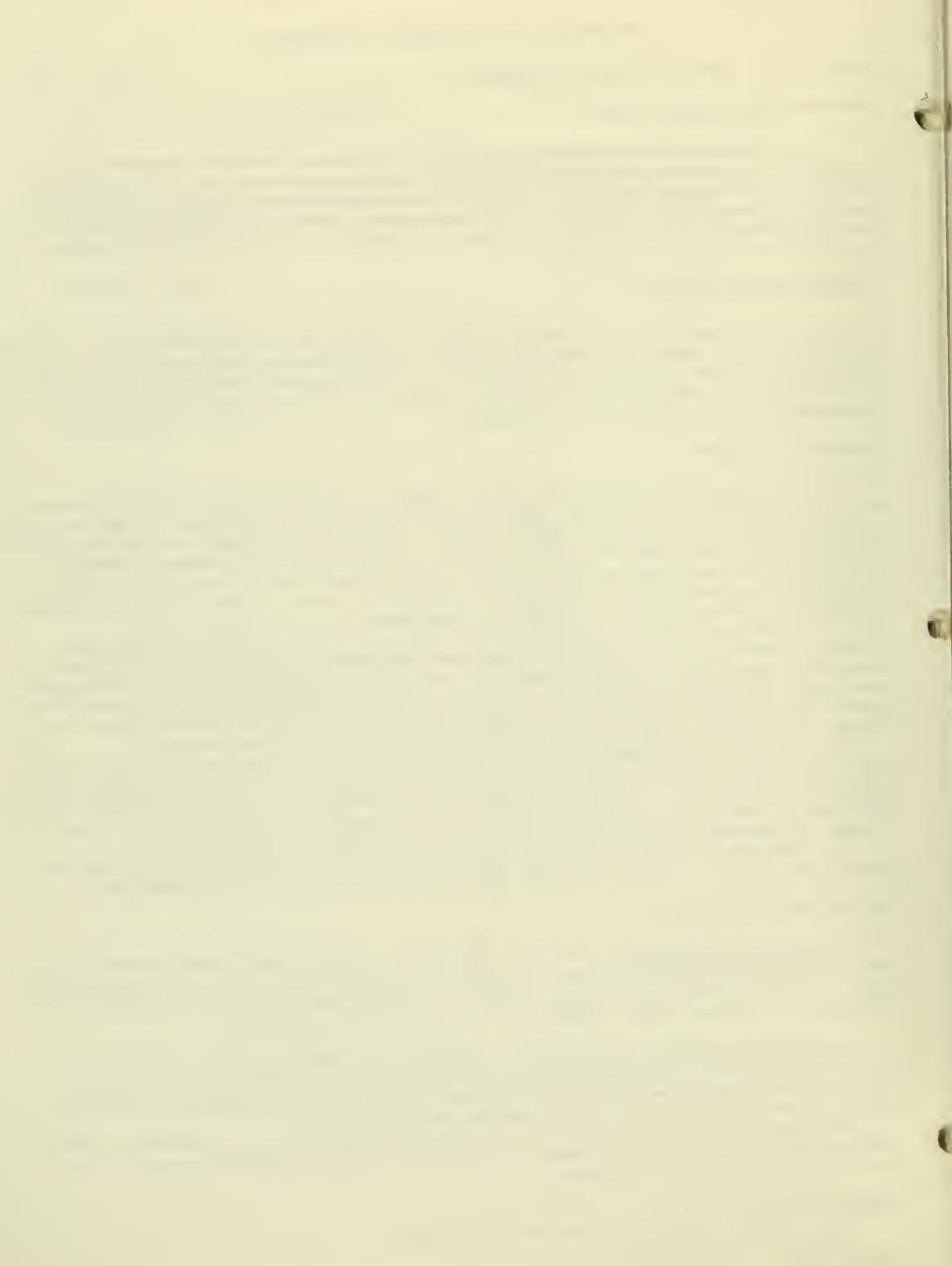
Knowledge, Abilities, and Skills: Requires good knowledge of the operations of transportation, mail and reproduction services of a large institution; a working knowledge of the overall functions and activities of the hospital institution; managerial skills in the establishment of work routine and procedures.

Requires abilities and skills to: Supervise a large number of employees; schedule work assignments effectively; communicate effectively with department heads, medical staff and other hospital personnel.

PROMOTIVE LINES:

To : 2785 Assistant General Services Manager  
From: To be determined

(NEW CLASS) Adopted: 11/18/74



CLASS TITLE: INTERIOR WINDOW CLEANER

CODE: 2744

CHARACTERISTICS OF THE CLASS:

Under general supervision, cleans the inside of windows throughout large buildings; vacuum cleans window screens; and performs related duties as required.

Requires normal responsibility for: following established methods and procedures in the performance of interior window cleaning tasks. Work involves the use of simple repetitive manual skills involving sustained physical effort in doing continuous light hazardous work in somewhat unpleasant surroundings.

EXAMPLES OF DUTIES:

1. Washes and cleans interior and/or exterior windows from inside of building using water or cleaning powder and brush or wet cloth; dries windows with squeegee.
2. Vacuum cleans all window screens; cleans electric lighting fixtures, shades, as needed; cleans electric fans, as needed; may also clean mirrors and other glass surfaces.
3. Cleans exterior windows and glass doors from ground level.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years elementary school, supplemented by one year of experience in performing the duties of a porter, janitor or other occupation in which the principal duties are those of routine manual cleaning tasks; or an equivalent combination of training and experience.

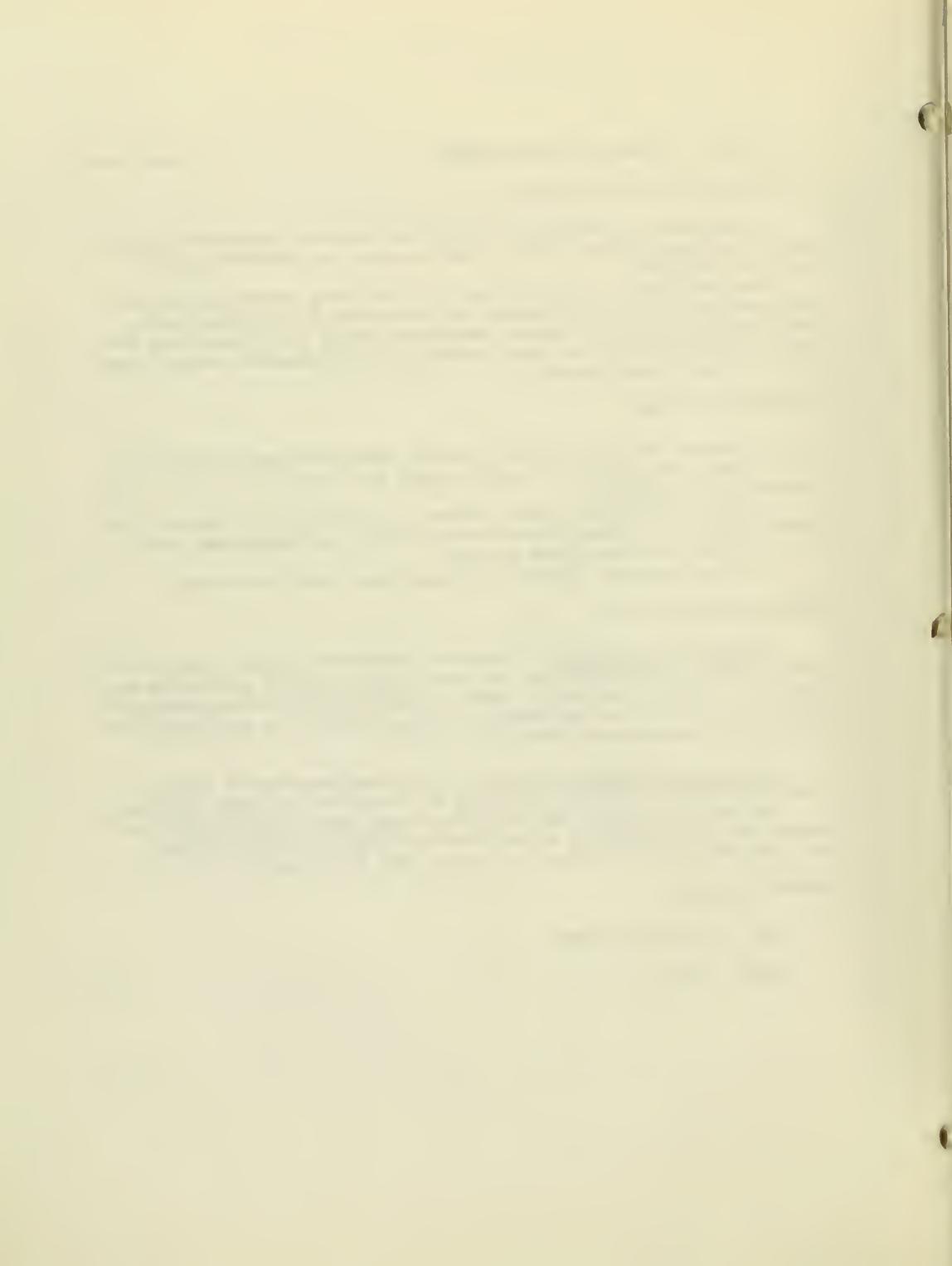
Knowledge, Abilities and Skills: Requires knowledge of modern cleaning methods, tools and materials as it applies to window cleaning.

Requires the ability and skill to: stoop, reach, stretch, lift and carry; work from ladder at ground level or interior heights; follow oral and written instructions; get along well with others.

PROMOTIVE LINES:

To: Porter Sub-Foreman

From: Porter



CLASS TITLE: LAUNDRY UTILITY WORKER

CODE: 2750

CHARACTERISTICS OF THE CLASS:

Under immediate supervision, performs a wide variety of routine unskilled and semi-skilled duties in an institution laundry; and performs related duties as required.

Requires normal responsibility for: following established methods and procedures related to proper handling of laundry in an institution; keeping simple tally sheets. Work involves the use of simple repetitive manual skills and continuous sustained physical effort in doing light or occasional heavy work in unpleasant surroundings.

EXAMPLES OF DUTIES:

1. Sorts, counts and wraps soiled laundry at laundry chutes, loads onto cart and pushes to the laundry to be washed; carts soiled laundry from distribution room to the laundry to be washed.
2. Sorts, shakes, lays out and stacks clean laundry for ironing.
3. Works on sheet-shaker machine in spreading sheets for ironing.
4. Feeds clean laundry to be ironed through a flatwork ironing machine.
5. Pulls ironed laundry from the flatwork ironing machine.
6. Folds, counts and stacks ironed laundry and places on guerneys for distribution to various institution locations; keeps a count of such finished laundry.
7. Folds, counts, stacks, wraps and ties clean, dry laundry and places in laundry hampers; keeps a count of such finished laundry.
8. Delivers finished laundry to pressing room, distribution room, wards, and other institution locations as directed.
9. May load and unload tumblers and extractors of washed laundry.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school; supplemented by one year of experience in a large commercial or institution laundry, performing duties similar to those of laundry utility worker as described above; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires: general knowledge and intelligence commensurate with an eighth grade education; an elementary knowledge of the machinery, operations, methods and procedures used in a large commercial or institution laundry.

Requires the ability and skill to: follow instructions accurately; get along well with others; bend, reach, lift, carry, stoop and push.

PROMOTIVE LINES:

To: Senior Laundry Utility Worker

From: Original entrance examination



CLASS TITLE: SENIOR LAUNDRY UTILITY WORKER

CODE: 2752

CHARACTERISTICS OF THE CLASS:

Under supervision, performs the duties of a laundry utility worker, including a wide variety of routine unskilled and semi-skilled work in an institution laundry; in addition, performs more responsible work in keeping records and making reports regarding the total daily output of finished laundry; may supervise and inspect the work of subordinate laundry personnel; and performs related duties as required.

Requires responsibility for: carrying out and explaining established methods and procedures related to the proper handling of laundry in an institution; achieving minor economies through the efficient use of some laundry machinery, and through the effective training of subordinate personnel; keeping detailed operating records and making reports thereon. Work involves the use of simple repetitive manual and mental skills involved in routine arithmetic computations; exercise of close attention for accurate results; sustained physical effort in continuous light or occasional heavy work in unpleasant surroundings.

EXAMPLES OF DUTIES:

1. Performs and/or supervises the performance of the duties of laundry utility worker, such as sorting, shaking, counting, stacking, wrapping, tieing, carting and delivering laundry, and operating the various laundry machines.
2. Keeps a record of the daily output of finished laundry by types; lists on charts and reports same to laundry superintendent.
3. Assures the flatwork ironing machine is ready for use in the morning.
4. Maintains a steady flow of work to avoid having flatwork ironing machines idle.
5. Instructs new personnel in methods and procedures used in work to be done.
6. Reports to laundry supervisors when equipment is not working properly.
7. May assign subordinate personnel to the various stations in the laundry, and checks upon the adequacy of their work.
8. May take telephone calls and route messages.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by three years of experience in a large commercial or institution laundry performing duties similar to those of laundry utility worker; or an equivalent combination of training and experience.

CLASS TITLE: SENIOR LAUNDRY UTILITY WORKER (continued) CODE: 2752

Knowledge, Abilities and Skills: Requires: general knowledge and intelligence commensurate with an eighth grade education; a working knowledge of the machinery, operations, methods and procedures used in a large commercial or institution laundry.

Requires ability to: follow instructions accurately; issue instructions effectively; instruct new personnel; get along well with others; keep detailed operating records involving simple arithmetic computations; bend, reach, lift, carry, stoop and push.

PROMOTIVE LINES:

To: Laundry Machine Operator  
Washer

From: Laundry Utility Worker

CLASS TITLE: LAUNDRY MACHINE OPERATOR

CODE: 2754

CHARACTERISTICS OF THE CLASS:

Under supervision, operates commercial-type centrifugal extractors and/or tumblers in an institution laundry; and performs related duties as required.

Requires normal responsibility for: following established methods and procedures related to the proper handling of laundry in an institution; achieving moderate economies through the proper operation of machinery; personal contact with other than coworkers; occasional simple reports and records. Work involves: the use of manual skills prescribed by standard practice, with normal attention given for accurate results; continuous physical effort in unpleasant surroundings.

EXAMPLES OF DUTIES:

1. Loads and balances a laundry extractor with clean wet laundry.
2. Transfers extracted loads from the machine into a large metal basket in preparation for dry tumbling, or on to a conveyor belt for conditioning tumbling, depending upon the load extracted.
3. Loads and balances laundry conditioner tumblers with extracted laundry requiring conditioning.
4. Transfers conditioned loads from the machine into a cart and pushes the cart to the laundry ironing machines.
5. Loads and balances laundry dry tumblers with extracted laundry.
6. Transfers dry loads from the machine into a cart for further processing.
7. Operates an electric device related to automatic equipment, including electric overhead crane equipment.
8. Periodically, and as needed, cleans and lubricates the machinery operated, including the cleaning of lint filters located on the roof; and cleans the immediate work area as required.
9. May keep simple records of emergency work done for the purpose of billing and charging.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by one year of experience in a commercial or institution laundry in the performance of the duties of a laundry machine operator as described above; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires: general knowledge and intelligence commensurate with an eighth grade education; a working knowledge of the operation of large commercial-type extractors and tumblers, methods and procedures; some knowledge of laundry machinery other than extractors and tumblers.

Requires ability and skill to: follow instructions accurately; bend, reach, lift, carry and push.

CLASS TITLE: LAUNDRY MACHINE OPERATOR (continued)

CODE: 2754

PROMOTIVE LINES:

To: Washer

From: Laundry Utility Worker  
Senior Laundry Utility Worker

CLASS TITLE: WASHER

CODE: 2756

CHARACTERISTICS OF THE CLASS:

Under supervision, operates commercial-type washing machines in an institution laundry; and performs related duties as required.

Requires normal responsibility for: following established methods and procedures related to the proper handling of laundry in an institution; achieving moderate economies through the proper operation of machinery; personal contact with other than coworkers. Work involves: the use of manual skills prescribed by standard practice, with normal attention for accurate results; continuous physical effort in unpleasant surroundings and conditions that are rather hazardous.

EXAMPLES OF DUTIES:

1. Loads and balances washing machines with a large variety of soiled laundry.
2. Operates washing machines for the appropriate length of time according to the load being washed.
3. Prepares and adds to the wash all washing solutions as prescribed for the type of load being washed, such as soap, bleach, bluing, sours, starch, etc.
4. Unloads washing machines of clean load.
5. Makes minor adjustments and renders minor service to washing machines; reports the need for service and repairs of machines to laundry supervisors.
6. May perform a number of other related typical laundry duties as directed by laundry supervisors.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school supplemented by one year of experience in a commercial or institution laundry in the performance of the duties of a washer as described above; or an equivalent combination of training and experience.

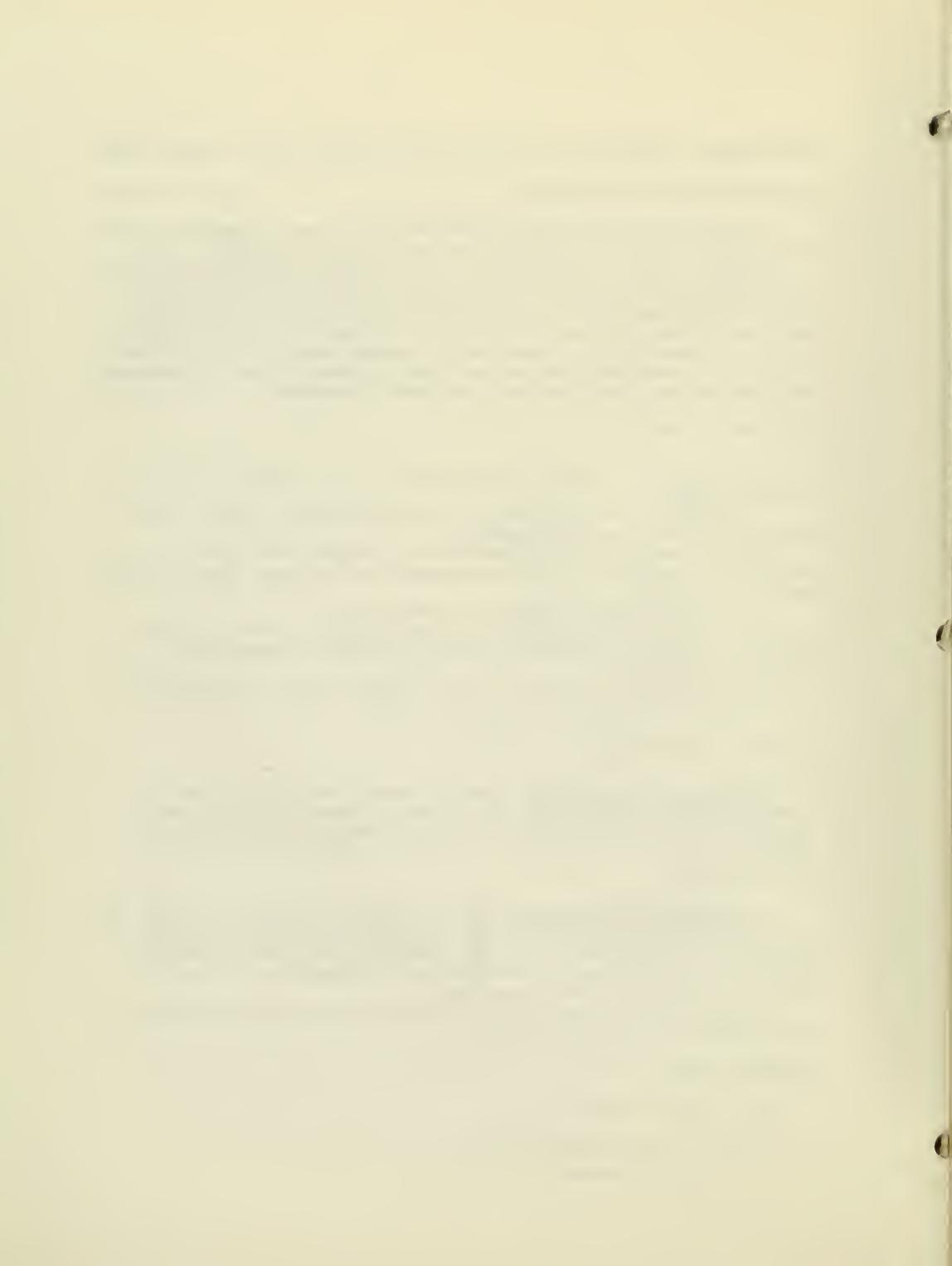
Knowledge, Abilities and Skills: Requires: general knowledge and intelligence commensurate with an eighth grade education; a working knowledge of the operation of large commercial-type washing machines, methods and procedures; some knowledge of the operation of laundry machinery other than washing machines.

Requires ability and skill to: follow instructions accurately; bend, reach, lift, carry and push.

PROMOTIVE LINES:

To: Senior Washer

From: Laundry Machine Operator  
Senior Laundry Utility Worker



CLASS TITLE: SENIOR WASHER

CODE: 2758

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs the duties of a washer in operating commercial-type washing machines; in addition, supervises the work of washers and other subordinate laundry personnel; and performs related duties as required.

Requires responsibility for: carrying out and explaining existing methods and procedures related to proper handling of laundry in an institution; achieving considerable economies through the proper operation of machinery, its maintenance and upkeep, and for keeping the flow of work steady; personal contacts with other than coworkers; simple records and reports. Work involves: the use of some technical skills requiring some independent judgment in the choice of one of several procedures; close attention for accurate results, with sustained physical effort in unpleasant surroundings and conditions that are rather hazardous.

EXAMPLES OF DUTIES:

1. Supervises and/or performs the duties of a washer in loading, unloading, operating, adding solutions to, and adjusting commercial-type washing machines.
2. Makes minor adjustments and repairs to washing machines and is responsible for the reporting of needed major adjustments and repairs.
3. Is responsible for assuring that the proper formula plate is on each washing machine.
4. Supervises and checks the work in the sorting room where soiled laundry is readied for washing.
5. Instructs new personnel in the methods and procedures used in operating washing machines.
6. May supervise the work of subordinate laundry personnel engaged in operating commercial-type laundry machinery other than washing machines, such as extractors, tumblers and ironers.
7. May change padding, aprons, feed ribbons and feed belts on flat work ironing machines.
8. May check and order supplies and materials used in the laundry.
9. As directed, may perform the duties of laundry superintendent for limited periods.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school; supplemented by three years of experience in a commercial or institution laundry in the performance of the duties of a washer; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires: general knowledge and intelligence commensurate with an eighth grade education; a thorough knowledge of the operation of large commercial-type washing machines, methods and procedures; a working knowledge of the operation of laundry machinery other than washing machines.

CLASS TITLE: SENIOR WASHER (continued)

CODE: 2758

Requires ability and skill to: follow prescribed procedures by written or oral instructions; give such instructions effectively to others; teach new employees and pass upon the adequacy of their performance; make minor adjustments and repairs to machinery; recognize the need for major adjustments and repairs; bend, reach, carry and push.

PROMOTIVE LINES:

To: Laundry Superintendent

From: Washer

DEC 6 1973  
Inset  
Rev. 12/17/73

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

= Class Spec...

CLASS TITLE: LAUNDRY WORKER

CODE: 2760

CHARACTERISTICS OF THE CLASS:

Under immediate supervision, performs a wide variety of routine tasks in an institutional laundry; performs related duties as required.

Requires responsibility for: Following established methods and procedures related to the performance of various laundry tasks, keeping and making simple records and reports. Work involves the use of manual technical skills and sustained physical effort in doing light or occasionally heavy work in unpleasant surroundings.

EXAMPLES OF DUTIES:

1. Operates hot presses in pressing a wide variety of hospital staff laundry.
2. Operates sheet-shaker and flat-work ironing machines.
3. Loads and unloads commerical-type washing machines, extractors and tumblers.
4. Mixes and uses the various solutions used in washing, starching and dyeing laundry.
5. Sorts, counts, wraps and delivers soiled laundry to washing area.
6. Sorts, shakes, lays out and stacks clean laundry for ironing.
7. Folds, counts, stacks and distributes finished laundry; keeps records of finished laundry.
8. Washes and cleans laundry equipment including carts and laundry shoots: may perform other miscellaneous duties as directed.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, preferably supplemented by at least six months of work experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires general knowledge and intelligence commensurate with an eighth-grade education; a working knowledge of the machinery, operations, methods and procedures used in a large commerical or institutional laundry.

Requires the ability and skill to: Follow instructions accurately; get along well with others; bend, reach, lift, carry, stoop and push.

PROMOTIVE LINES:

To : 2770 Senior Laundry Worker

DOCUMENTS

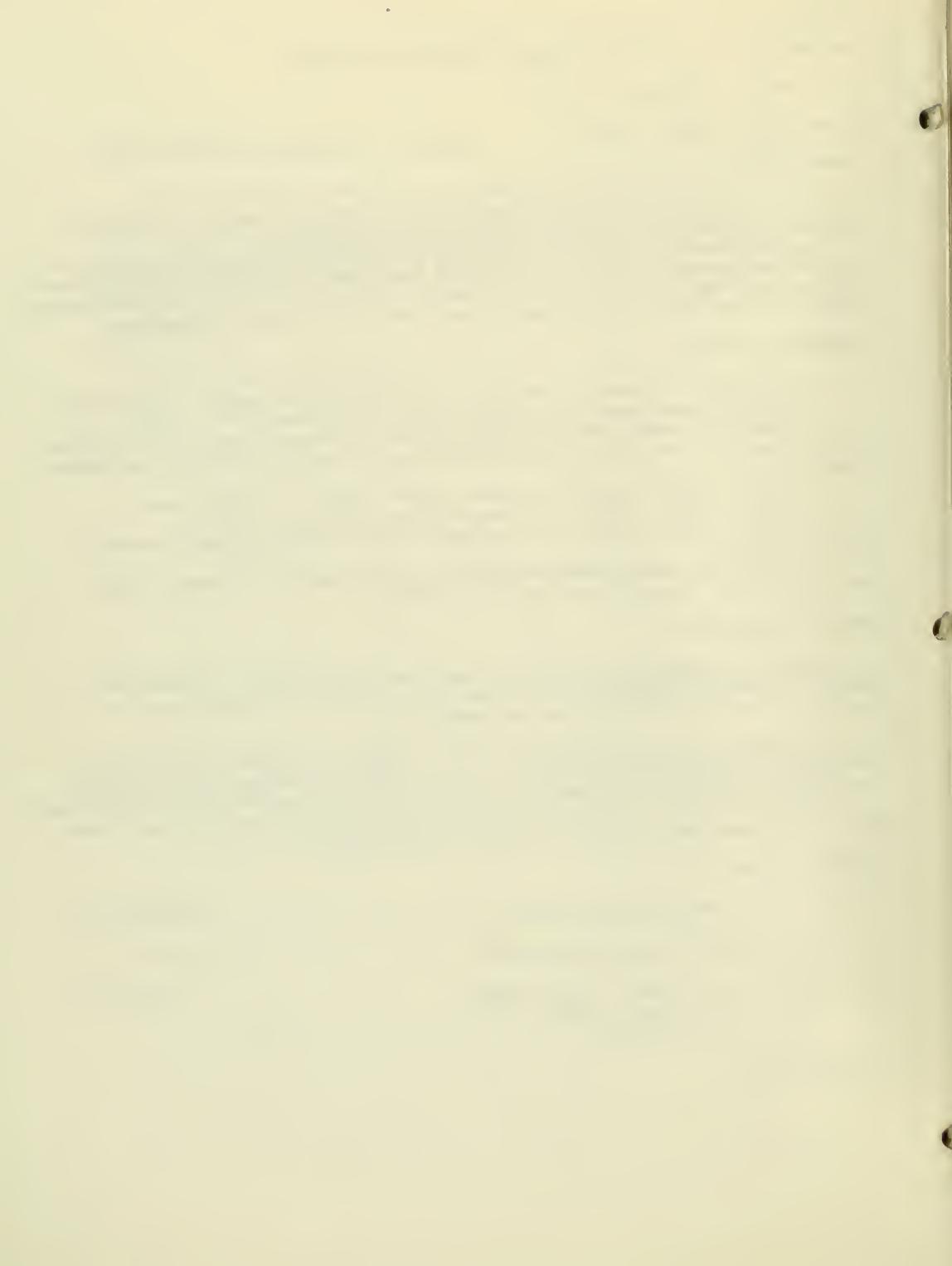
From: Original Entrance Examination

JAN 1

Consolidates: 2750 Laundry Utility Worker  
2762 Presser Operator  
2768 Laundress

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Adopted: 12/17/73



CLASS TITLE: PRESSER OPERATOR

CODE: 2762

CHARACTERISTICS OF THE CLASS:

Under immediate supervision, performs skilled duties in the operation of a set of commercial type hot presses in an institution laundry pressing room; and performs related duties as required.

Requires normal responsibility for: following established methods and procedures related to proper handling of laundry in an institution; achieving minor economies through the proper operation of the presses; keeping simple work records and reports. Nature of the work involves: the use of manual technical skills prescribed by standard practice, with normal attention given for accurate results.

EXAMPLES OF DUTIES:

1. Operates a set of hot presses in pressing a large variety of hospital staff laundry, such as uniforms, caps, belts, aprons, bibs, coats, pants, shirts, etc.
2. Undresses and redresses the hot presses at intervals; cuts material for repadding.
3. May work on flat work ironing machine.
4. May perform other related and miscellaneous unskilled and semi-skilled laundry tasks as required or directed.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school supplemented by one year of experience in a large commercial or institution laundry in the performance of presser operator duties; or an equivalent combination of training and experience.

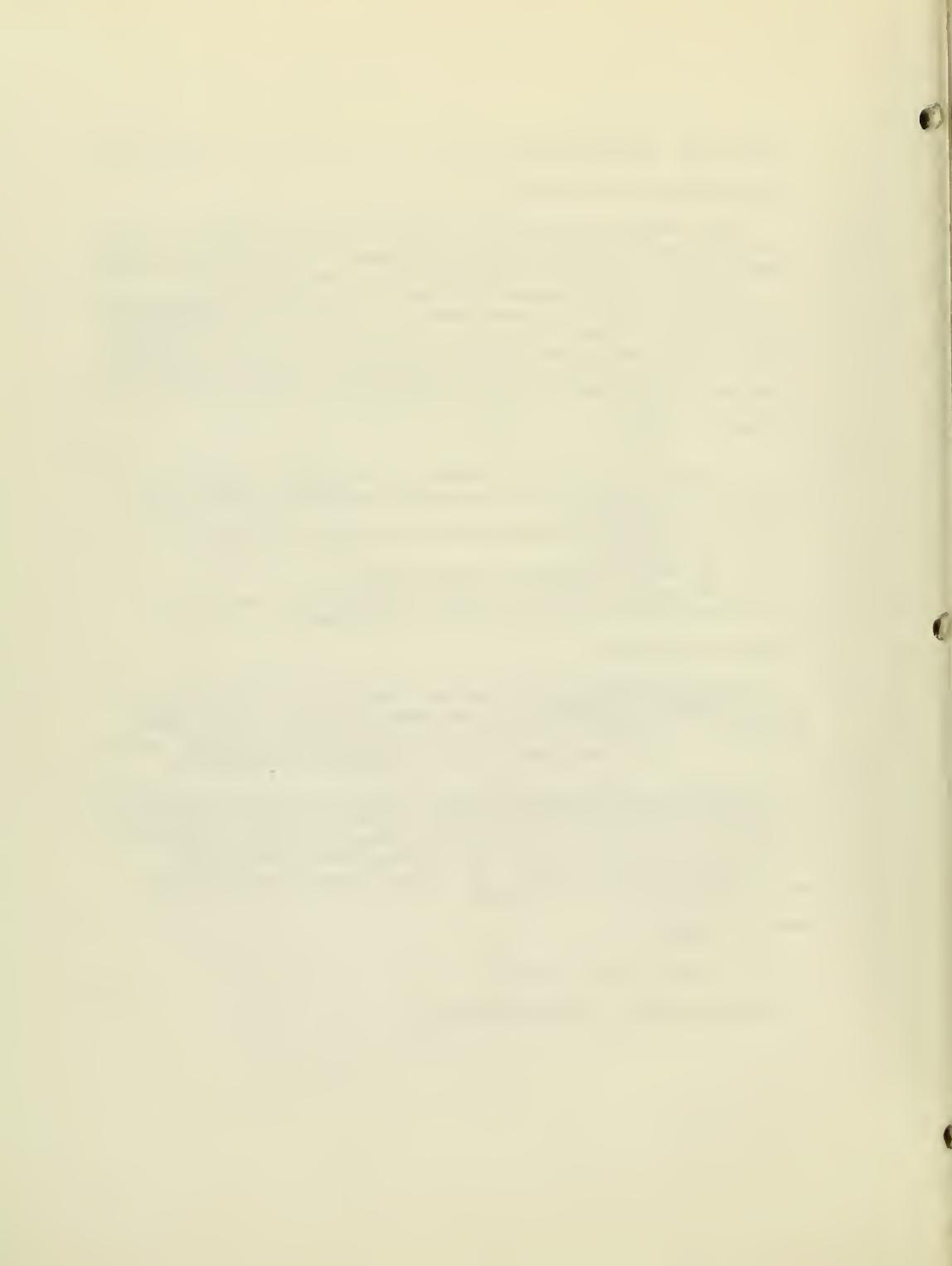
Knowledge, Abilities and Skills: Requires: general knowledge and intelligence commensurate with an eighth grade education; a working knowledge of the operation of commercial type hot presses, methods and procedures; an elementary knowledge of other laundry machinery.

Requires ability and skill to: follow instructions accurately; bend, reach, lift, carry and push.

PROMOTIVE LINES:

To: Senior Presser Operator

From: Original entrance examination



CLASS TITLE: SENIOR PRESSER OPERATOR

CODE: 2764

CHARACTERISTICS OF THE CLASS:

Under supervision, performs the skilled duties of a presser operator in the operation of a set of commercial-type hot presses; in addition, supervises the work of presser operators so engaged; mixes starch solutions; and performs related duties as required.

Requires responsibility for: carrying out and explaining existing methods and procedures related to proper handling of laundry in an institution; achieving minor economies through the proper operation of the presses, maintaining a steady work flow, and the proper mixing of starch solutions; making and keeping simple operating records and reports. Nature of the work involves: the use of manual and technical skills with close attention given for accurate results.

EXAMPLES OF DUTIES:

1. Supervises the operations and personnel in the pressing room; supervises and/or performs the duties of a presser operator in pressing a large variety of hospital staff laundry, such as uniforms, caps, belts, aprons, bibs, coats, pants, shirts, etc.
2. Checks finished work to assure uniform quality and standards as to being properly ironed and folded.
3. Trains new employees in the operation and maintenance of various hot presses.
4. Mixes starch solutions for uniforms, caps, coats, pants, shirts, etc. and otherwise prepares them for ironing.
5. Counts and keeps simple daily records of all finished starch work.
6. Reports to laundry supervisor when machinery is not working properly.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by three years of experience in a large commercial or institution laundry in the performance of the duties of a presser operator; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires: a thorough knowledge of: the operation of commercial-type hot presses, methods and procedures, and starches, starch solutions and their uses; some knowledge of laundry machinery other than hot presses.

Requires the ability and skill to: follow instructions accurately and give such instructions effectively; teach new employees and pass upon the adequacy of their performance; keep simple operating records and reports involving routine computations; bend, reach, lift, carry and push.

CLASS TITLE: SENIOR PRESSER OPERATOR (continued)

CODE: 2764

PROMOTIVE LINES:

To: No normal lines of promotion

From: Presser Operator

CLASS TITLE: LAUNDRESS

CODE: 2768

CHARACTERISTICS OF THE CLASS:

Under supervision, performs a variety of unskilled through skilled duties in a relatively small laundry room in maintaining, washing and ironing a variety of laundry involving the use of domestic type laundry appliances or relatively small commercial type laundry machinery; and performs related duties as required.

Requires normal responsibility for: following established methods and procedures related to the performance of various laundry tasks; achieving moderate economies through the proper operation of appliances and machinery, and/or mending of damaged articles; occasional personal contacts with other than coworkers; making and keeping records and reports. Nature of work requires: the use of some technical skills prescribed by standard practice involving several different procedures; normal attention for accurate results; sustained physical effort in pleasant surroundings with relatively low hazard potential.

EXAMPLES OF DUTIES:

1. Separates and sorts clothes and other laundry before and after washing.
2. Washes laundry in a domestic type laundry machine.
3. Loads wet wash into a domestic type dryer or into small commercial type extractors and tumblers.
4. Irons dry laundry using domestic type steam iron or mangle, or a small commercial type hot pressing machine.
5. Mixes starch solutions and starches laundry as indicated.
6. Mixes dye solutions and dyes costumes, yardage and other items as indicated.
7. Folds, places into bags, and otherwise prepares clean laundry for distribution.
8. May perform other related and miscellaneous duties as directed by supervisors.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by one year of experience in the performance of the duties of a laundress as described above, in either a large commercial or institution laundry, or as a domestic employee whose principal duties included those described above, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires: general knowledge and intelligence commensurate with an eighth grade education; working knowledge of the operation of domestic type laundry appliances and small commercial type laundry machinery, methods and procedures; some knowledge of the mixing of starch and dye solutions and their uses and the classification of linens.

Requires the ability and skill to: follow instructions accurately; bend, reach, lift, carry and push.

CLASS TITLE: LAUNDRESS (continued)

CODE: 2768

PROMOTIVE LINES:

To: No normal lines of promotion

From: Original entrance examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: SENIOR LAUNDRY WORKER

CODE: 2770

CHARACTERISTICS OF THE CLASS:

Under supervision, performs a wide variety of clerical and operational tasks in an institutional laundry; may supervise and inspect the work of Laundry Workers; performs related duties as required.

Requires responsibility for: Carrying out and explaining to other employees established methods and procedures for processing laundry in an institution; achieving minor economies through the efficient use of laundry equipment and the training of subordinate personnel; keeping operating records and submitting reports.

EXAMPLES OF DUTIES:

1. Operates pressers and supervises a group of Laundry Workers assigned to the Press Room operations.
2. Loads and unloads commercial-type washing machines, extractors and tumblers; prepares and uses the various washing solutions; effects minor repairs to equipment and reports need for any additional service.
3. Checks in and marks soiled laundry; maintains records of laundry marks.
4. Performs and supervises such tasks as sorting, shaking, counting, stacking, wrapping, tying and carting laundry.
5. Records daily output of finished laundry by types; submits reports to Laundry Supervisor.
6. Places clean laundry and linen in stock; issues to various wards and departments upon proper authorization.
7. Trains new employees to perform the various tasks necessary to the Laundry operation.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by at least one year of experience as a Laundry Worker; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of: The operation of a large institutional or commercial laundry; fabrics and the use of laundry solutions; the various types of laundry equipment, its upkeep and maintenance.

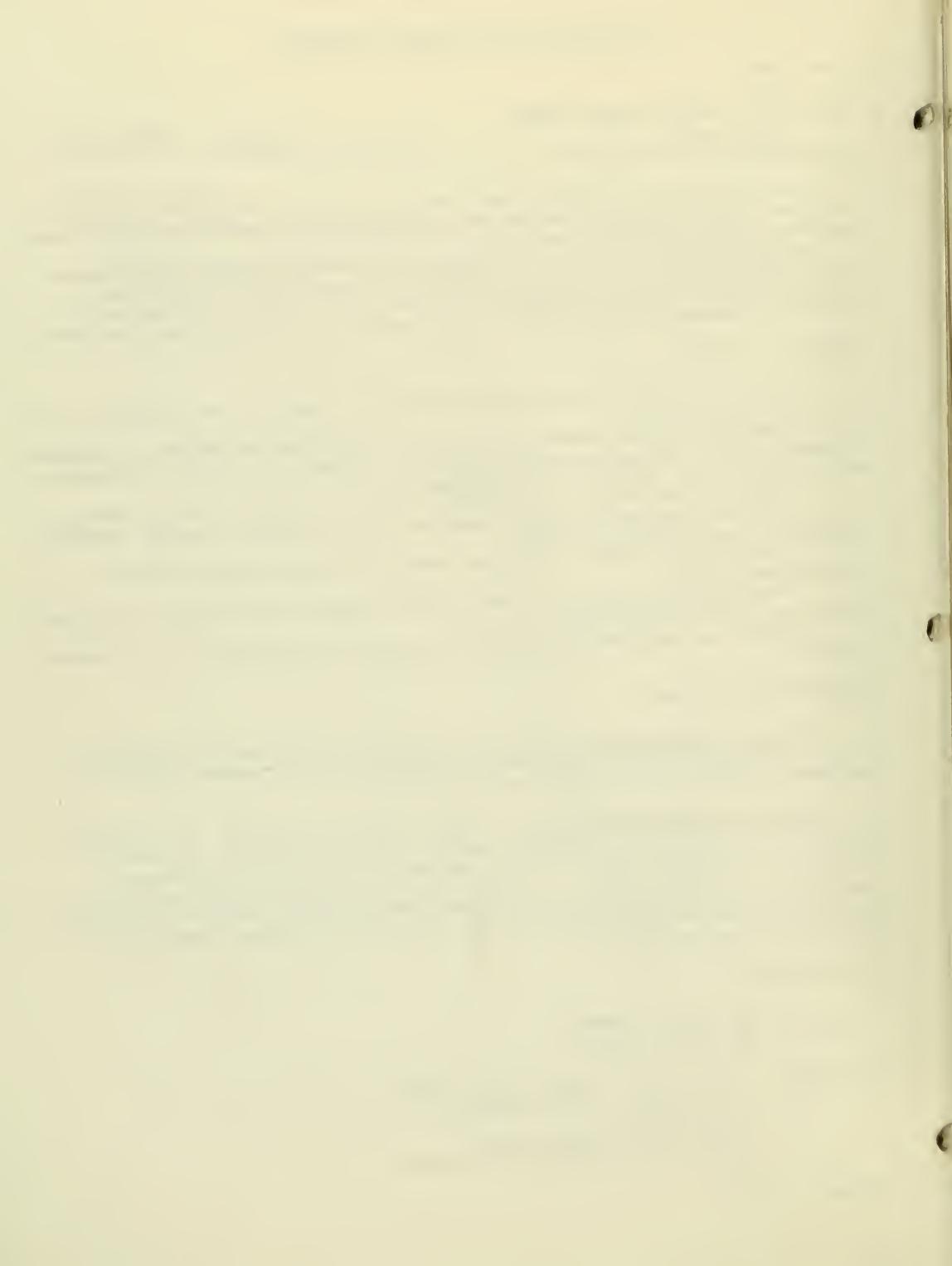
Requires ability and skill to: Carry out instructions; issue instructions to subordinates; instruct other employees; keep routine records; perform arithmetical calculations; deal courteously with co-workers and other employees; bend, reach, lift, carry, stoop and push.

PROMOTIVE LINES:

To : 2780 Laundry Supervisor  
From: 2760 Laundry Worker

Consolidates: 2752 Senior Laundry Utility Worker  
2754 Laundry Machine Operator  
2756 Washer  
2764 Senior Presser Operator  
2778 Laundry Marker and Distributor

Adopted: 12/17/73



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SEWING TECHNICIAN

CODE: 2772

CHARACTERISTICS OF THE CLASS:

Under supervision, performs a number of skilled duties in the manufacture and/or repair and alteration of a large variety of cloth items with the aid of an electric cutter and a power sewing machine with attachments; makes and cuts patterns; marks linens; and performs related duties as required.

Requires responsibility for: following established procedures and methods related to the sewing of clothing and other items; carrying out and explaining established methods and procedures when directing inmate help in this work; developing procedures when making patterns for new requested cloth items; achieving economies through the efficient cutting of cloth materials, and the efficient mending and rehabilitating of would-be discarded items. Work requires: the use of technical skills prescribed by standard practice, but requiring some arithmetic computation and the use of several procedures; close attention for accurate results.

EXAMPLES OF DUTIES:

1. Makes and cuts patterns to be used in the sewing of a variety of cloth items.
2. Cuts yardage and sews a large variety of special linens and clothing for the various departments of a large institution.
3. Repairs, alters and rehabilitates a large variety of cloth items.
4. Calculates the amount of yardage needed for various items to be sewn.
5. Uses a steam iron during the sewing process.
6. Cleans and makes minor adjustments to sewing machines.
7. Marks linen and other cloth items with an identifying mark by use of a marking machine.
8. May supervise inmate help in sewing room.
9. In a small sewing room, may supervise the operation of a small central linen room.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by one year of experience in the performance of the duties of a seamstress as described above; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires: general knowledge and intelligence commensurate with a high school education; working knowledge of the methods and procedures used in the making and cutting of patterns, and of the sewing and repairing of a large variety of cloth items, including clothing, involving the use of power cutters and power sewing machines; a good knowledge of fabrics.

Requires ability and skill to: make simple calculations in terms of the amount of yardage needed to accomplish a particular manufacturing-sewing job; train and supervise others in instances where inmate help is utilized; follow written and oral directions accurately and get along

CLASS TITLE: SEWING TECHNICIAN

CODE: 2772

well with others; operate the various power machines involved.

PROMOTIVE LINES:

To: 2774 Senior Sewing Technician

From: Original entrance examination

RETITLED: 7/1/77

CLASS TITLE: HEAD SEAMSTRESS

CODE: 2774

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs the skilled duties of a seamstress; and in addition, supervises the operation of a sewing room and the work of a small group of seamstresses and inmate help; and performs related duties as required.

Requires responsibility for: carrying out, explaining, interpreting, and enforcing existing methods and procedures related to the sewing of clothing and other material; originating and developing methods and procedures in the design of requested cloth items; achieving considerable economies through the efficient cutting of cloth material, efficient repairing and rehabilitating of would-be discarded items, efficient estimating of linen requirements for each semi-fiscal year, and the diligent inspection of all new linen and finished sewing to see they meet rigid specifications; personal contact with various levels of department personnel; preparation of operating records, reports, budget estimates, and time records. Work requires: the use of considerable technical skills, requiring arithmetic computations, the use of several procedures, and the exercise of some independent judgment; close attention for accurate results.

EXAMPLES OF DUTIES:

1. Supervises the operation of a sewing room.
2. Performs and/or supervises the performance of the duties of a seamstress in the making and cutting of patterns, cutting yardage, sewing a variety of cloth items, repairing cloth items, calculating amounts of yardage needed, using steam iron, cleaning and adjusting sewing machines, marking linens.
3. Inspects completed work to see that it meets the needs and specifications of using departments.
4. Designs and drafts patterns for articles to be sewn.
5. Submits semi-fiscal year budget estimates for linen requirements, and otherwise orders materials and supplies.
6. Inspects all new linen shipments to see they meet rigid specifications.
7. Keeps various records, such as time records, records of sewing jobs ordered by the various using departments and sections, records of materials and supplies to be received, etc.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by three years of experience in the performance of the duties of a seamstress, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires: general knowledge and intelligence commensurate with a high school education; a thorough knowledge of the methods and procedures used in the making and cutting of patterns, and the sewing and repairing of a large variety of cloth items, including clothing, involving the use of power cutters and power sewing machines; a working knowledge of fabrics.

CLASS TITLE: HEAD SEAMSTRESS (continued)

CODE: 2774

Requires the ability and skill to: make semi-fiscal estimates for materials and supplies; make arithmetic computations to determine amounts of yardage needed to accomplish specific manufacturing-sewing jobs; train and supervise seamstresses and inmate help; efficiently lay out the work; give effective oral and written instructions; judge and pass upon the adequacy of performance of new subordinate personnel; make and keep clear operating records and reports; get along well with others; operate the various power machines involved.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Seamstress

CLASS TITLE: LAUNDRY MARKER AND DISTRIBUTOR

CODE: 2778

## CHARACTERISTICS OF THE CLASS:

Under supervision, performs a variety of clerical duties in the receiving and marking, stocking and distributing of staff laundry or institution laundry in a marking and distribution room; and performs related duties as required.

Requires normal responsibility for: Following established methods and procedures related to clerical activities in a laundry; personal contact with hospital personnel of relatively high rank; making and keeping routine but important records and reports. Nature of work involves the use of clerical and manual skills prescribed by standard practice but which requires some arithmetic computation; the use of several procedures; and close attention for accurate results.

## EXAMPLES OF DUTIES:

1. Checks in and re-marks soiled laundry, which includes pants, coats, shirts, underwear, socks, uniforms, caps, overalls, smocks, bed linens, cloths, towels and other washable items.
2. Keeps a permanent record of all laundry marks and of all items checked in.
3. Counts, distributes, checks out, wraps, bundles and stores all finished laundry in compartments, according to laundry marks, in making ready for return of items to the individuals and clinics concerned.
4. Returns laundry as it is called for.
5. Endeavors to account for missing and uncalled for items.
6. Receives, accounts for, and places in stock the finished hospital laundry as received from the laundry room, including smocks, gowns, bedspreads, bath towels, cotton blankets, etc.
7. Issues linens to various wards and departments on the basis of written requisitions.
8. Maintains accurate count of laundry received, issued, and on hand as stock, and keeps other suitable records of linen room operations.
9. May perform other related and miscellaneous laundry tasks as required or directed.

## MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from high school, supplemented by one year of experience in a large commercial or institution laundry in the performance of the duties of a laundry clerk as described above, or an equivalent combination of training and experience.

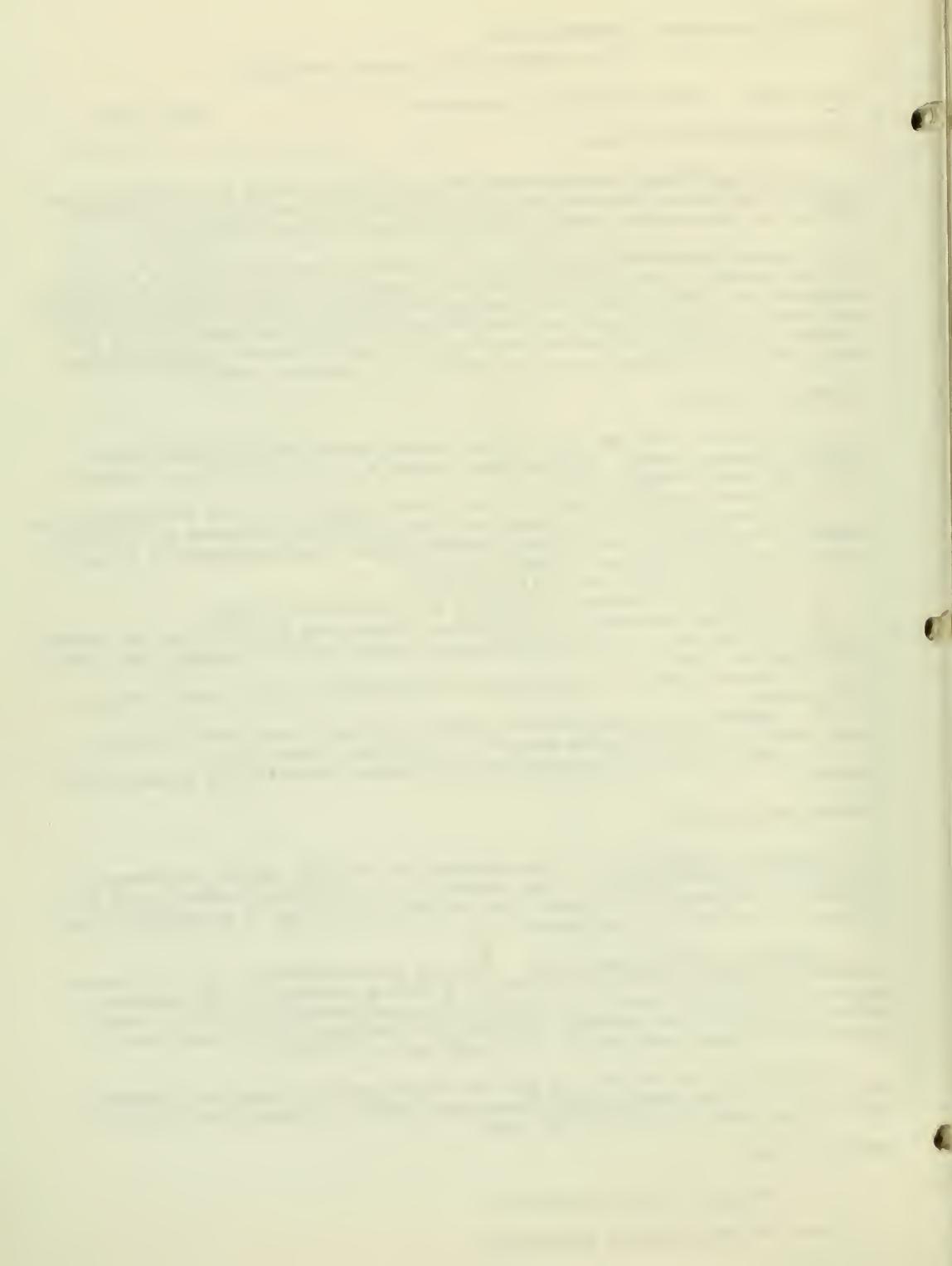
Knowledge, Abilities and Skills: Requires general knowledge and intelligence commensurate with a high school education; a working knowledge of the operation, methods and procedures used in a large receiving and distributing laundry room, including the receiving, marking, stocking and distributing of a large variety of laundry items; some knowledge of the classification of linens.

Requires ability and skill to make and keep routine but important operating records and reports; simple computations, deal kindly, courteously and pleasantly with others; stoop, lift, reach and carry.

## PROMOTIVE LINES:

To : No normal lines of promotion

From: Original entrance examination



SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: LAUNDRY SUPERVISOR

CODE: 2780

CHARACTERISTICS OF THE CLASS:

Under direction, assists the Laundry Superintendent in planning, organizing and supervising the operation of the Laundry; supervises the maintenance of laundry equipment; instructs laundry workers; performs related duties as required.

Requires responsibility for: Carrying out and explaining established methods and procedures for processing laundry in an institution; achieving economies through the efficient use of laundry equipment and supplies, maintenance and repair of machinery and optimum productivity of the work force; frequent contacts with personnel in other divisions; simple records and reports.

EXAMPLES OF DUTIES:

1. Schedules, supervises and inspects the work performed in the several laundry operations.
2. Maintains production records and prepares daily output reports.
3. Ensures the operational readiness of all laundry equipment and machinery; makes adjustments; provides for preventive maintenance and effects repaires when required.
4. May check and order materials and supplies used in the laundry.
5. Instructs personnel in laundry methods and procedures, including the proper preparation and use of washing and other laundry solutions, ironing and pressing techniques and the sorting and delivery of finished work.
6. May direct the activities of the laundry in the absence of the Superintendent.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by three years experience as a laundry worker, at least two years of which shall have been at a level comparable to Senior Laundry Worker; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of: The operation of a large institutional or commercial laundry; fabrics and use of laundry solutions; the various types of laundry equipment, its upkeep and maintenance; departmental rules, regulations and policies.

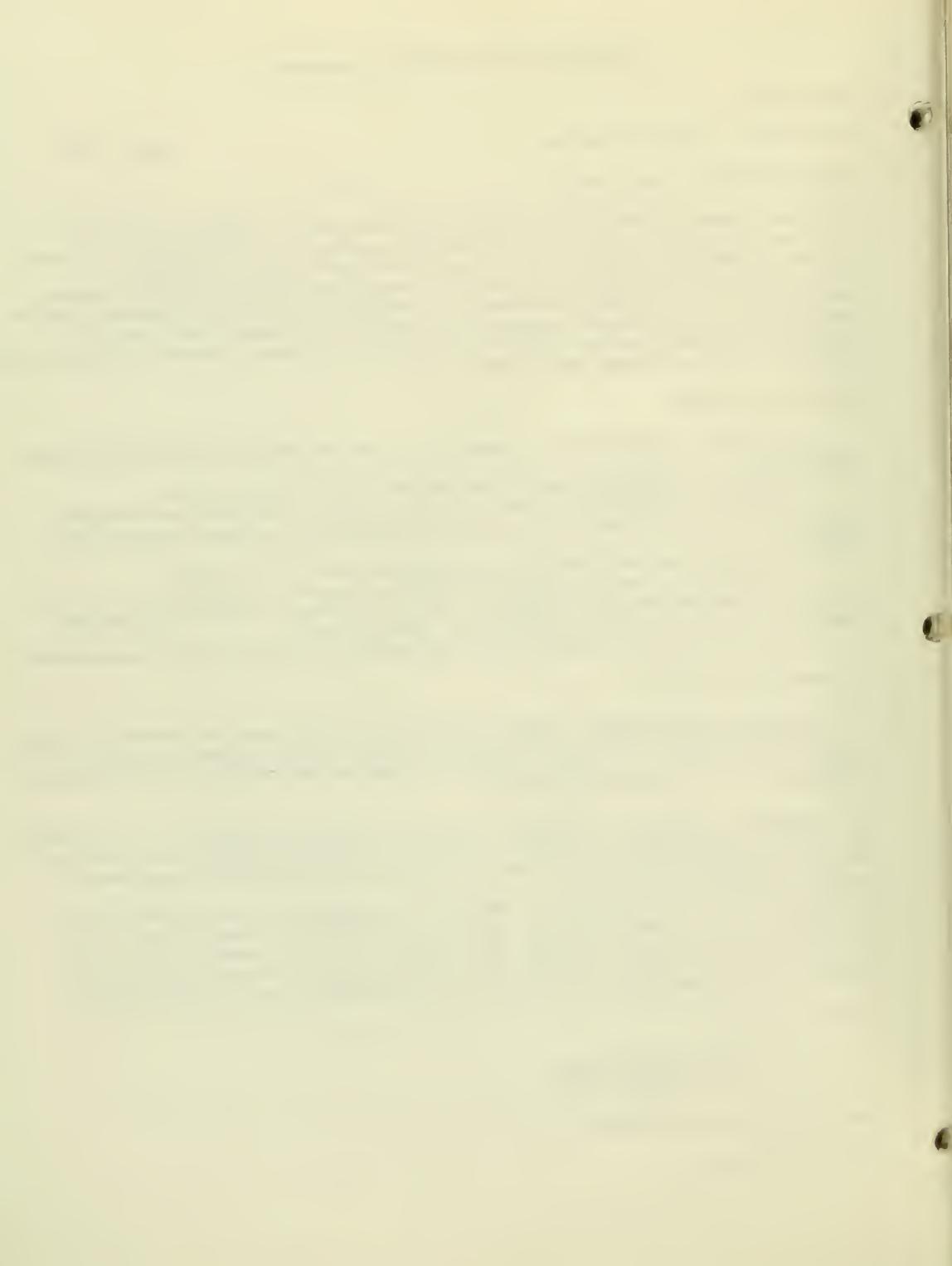
Requires ability and skill to: Assist in the planning of and carrying out the procedures for the operation of the laundry, exercising independent judgment in situations not specifically covered by existing directives; supervise and instruct others, and evaluate their performance; compile and maintain operating reports and records; deal effectively and courteously with subordinates and other employees.

PROMOTIVE LINES:

To : Laundry Superintendent  
From: Senior Laundry Worker

Abolishes 2758 Senior Washer

adopted: 12/17/73



CLASS TITLE: LAUNDRY SUPERINTENDENT

CODE: 2782

CHARACTERISTICS OF THE CLASS:

Under general direction, has charge of and is responsible for the operation of a large institution laundry; and performs related duties as required.

Requires responsibility for: carrying out, interpreting, enforcing, and coordinating existing methods and procedures, and giving major assistance in developing and originating methods and procedures related to the operation of a large institution laundry; achieving considerable economies through the proper training of subordinates, the proper maintenance and upkeep of expensive machinery, the efficient scheduling and assigning of work to keep the operations running smoothly, the directing of the efficient use of materials and supplies, and the developing and implementing of approved methods and procedures; making contacts with personnel of all ranks, including top administrators during staff conferences; making and keeping, or supervision thereof, detailed operating reports and records. Work requires: complete knowledge of the operations and functions of a laundry department, and the application of specialized skills in the operation thereof.

EXAMPLES OF DUTIES:

1. Is responsible for the efficient operation of a large institution laundry, including the assigning, supervising, and being responsible for the efficient discharge of duties of the employees in the several laundry classifications, and some inmate help.
2. Inspects completed laundry work and causes corrections and improvements to be made therein when possible.
3. Makes and/or supervises the making of adjustments to all laundry equipment and machinery; supervises the making of major repairs to laundry equipment and machinery.
4. Makes and/or supervises the making of all washing formulae; supervises and directs employees in the proper use of soaps, starches, sours, bleaches and bluing.
5. Requisitions all laundry materials and supplies.
6. Trains and/or supervises the training of all new laundry employees, and passes upon the adequacy of their performance.
7. Interprets departmental rules, regulations, and policies to employees; recommends disciplinary action when indicated.
8. Prepares and/or coordinates and supervises the preparation of operating reports and records, such as time reports, work output, and other reports on a daily or periodic basis.
9. As required, attends and participates in staff meetings and conferences.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by five years of experience in a large commercial or institution laundry in the performance of the duties of any or a combination of the positions commonly found in such laundries, at least the last two years of which experience shall have been at a

CLASS TITLE: LAUNDRY SUPERINTENDENT (continued)

CODE: 2782

working-supervisory level.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: the operations, methods and procedures employed in a large institution or commercial laundry; fabrics, soaps, starches, bleaches, bluings and sours; the various types of laundry machinery and equipment, their upkeep and maintenance; departmental rules, regulations, and policies.

Requires ability and skill to: plan, direct and supervise the work of others, train and instruct others, and pass upon the adequacy of their performance; plan ahead in terms of the requisitioning of materials, supplies, and equipment; make and keep operating reports and records; deal effectively and courteously with subordinates and employees of considerably higher rank.

PROMOTIVE LINES:

To: General Services Manager

From: Senior Washer

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: BUILDING MANAGER

CODE: 2783

CHARACTERISTICS OF THE CLASS:

Under general direction, is responsible for planning, implementing and coordinating a variety of functions relating to the safety, maintenance, repair and general integrity of a building facility; observes cleanliness, safety factors, security and repair of building, furniture and equipment; supervises a staff of moderate size in providing auxiliary services such as mail, messenger and reproduction; performs related duties as required.

DISTINGUISHING FEATURES:

This is a single-position class responsible for the condition of a public building of moderate size insofar as housekeeping and auxiliary functions are concerned. The incumbent provides liaison when necessary to arrange for maintenance and repair as they are needed, but exercises no supervision over craft personnel assigned to carry out repair activities.

EXAMPLES OF DUTIES:

1. Supervises the maintenance of general building integrity and housekeeping; office equipment, elevators, autos and other equipment; assigns duties and work to subordinates engaged in housekeeping, supply and reproduction activities; assists in co-ordination of various operations necessary to accomplish these goals.
2. Supervises the maintenance of stockroom and storeroom facilities; inventories to include office, janitorial, medical and nursing supplies, drugs, chemicals and gases, office and medical equipment.
3. Acts on behalf of the department head with respect to control and responsibility for housekeeping and related building activities and maintains liaison with other City departments in this regard.
4. Assists in budget estimating, planning and implementing for purchase of equipment and supplies, equipment repairs involving personnel.
5. Supervises and maintains the mimeograph and reproduction services; responsible for planning and implementing difficult and unique mimeograph and reproduction projects; estimates annual costs of services; schedules equipment maintenance.
6. Supervises garage personnel and controls parking spaces and auto pool; arranges for preventive maintenance of autos and garage equipment.
7. Provides necessary logistic support to various City and health agencies; operates and coordinates the dispatching of messenger services requested or scheduled for the pick-up or delivery of mail, culture specimens, supplies and various office, janitorial or medical equipment.
8. Receives, processes and follows up on complaints or requests concerning the maintenance and repair of building facilities.
9. Responsible for general and specific building safety and security; maintains close liaison with Fire and Police Departments and other concerned agencies.
10. Plans and initiates emergency/contingency plans for the public and employee safety/security while within the building and grounds.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school and two years of experience in a position which involved storeroom or supply activities or some phase of building operations activities. One year of the above experience must have been in the capacity of a supervisor.

CLASS TITLE: BUILDING MANAGER

CODE: 2783

MINIMUM QUALIFICATIONS: (contd)

Knowledge, Abilities and Skills: Requires considerable knowledge of: Modern office techniques, methods and procedures.

Requires considerable ability to: Plan, organize and direct activities of subordinates engaged in diverse housekeeping and support services; analyze, review and correct detailed data related to the building's integrity and safety, upkeep and operation.

PROMOTIVE LINES:

To : To be determined

From: Original entrance examination

Adopted: 3/3/75

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PORTER SUPERVISOR II

CODE: 2784

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, directs and supervises the work of the entire staff of porters and supervisory porters in maintaining a large institution in a clean and orderly condition; and performs related duties as required.

Requires responsibility for: carrying out, developing, interpreting, coordinating and enforcing existing intra-unit policy and methods; achieving considerable economies through supervising the efficient handling of materials, equipment and supplies; regular contacts with other institution personnel to obtain desired actions and results; preparing and/or checking detailed operating records and reports. Work involves: considerable use of independent judgment with continuous close attention required to assure satisfactory results.

EXAMPLES OF DUTIES:

1. Supervises and/or prepares regular and relief work schedules to assure porter coverage in a large institution on a seven-day basis.
2. Inspects and is responsible for the inspection of all areas to assure that the housekeeping program is being maintained effectively.
3. Supervises and is responsible for the indoctrination and training of new porters and supervisory porter personnel.
4. Is responsible for all the housekeeping equipment, materials and supplies, their maintenance and upkeep.
5. Makes suggestions and recommendations for improvements in maintenance and procedures for the betterment of the housekeeping functions.
6. Receives service calls and directs proper supervisory porter personnel concerned.
7. Prepares and/or supervises preparation of operating reports and records, reports of unusual occurrences, a variety of personnel transaction forms, time and work reports.
8. Executes the directives of the general services manager that apply to the housekeeping function.
9. Counsels employees, hears their grievances, settles disputes, recommends disciplinary action and passes upon the adequacy of performance of subordinates.
10. As directed, may perform the duties of general services manager for limited periods.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of eight years of elementary school, supplemented by six years of experience in performing the duties of a porter, janitor or other occupation in which the principal duties are those of routine manual cleaning tasks, at least two years of which shall have been at the level of the civil service classification of porter foreman or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: modern cleaning methods and materials; cleaning tools and equipment,

CLASS TITLE: PORTER SUPERVISOR II

CODE: 2784

their uses and upkeep; effective supervisory and training principles and procedures; departmental rules, regulations and policies.

Requires ability and skill to: arrange work schedules, give oral and written orders effectively; make and keep adequate operating reports and records; interpret departmental rules, regulations and policies; judge the adequacy of performance of subordinates; get along well with others.

PROMOTIVE LINES:

To: 2786 General Services Manager

From: 2740 Porter Supervisor I

RETITLED: 7/1/77

CIVIL SERVICE COMMISSION OF SAN FRANCISCO

CLASS TITLE: ASSISTANT GENERAL SERVICES MANAGER

CODE: 2785

CHARACTERISTICS OF THE CLASS:

Under direction, assists in the supervision of the housekeeping and general service activities of a section of a large institution; plans, organizes and directs the work of subordinate personnel assigned; and performs related duties as required.

Requires responsibility for: executing, interpreting, co-ordinating and enforcing existing policy and assisting in the development of work procedures and methods; achieving economies through the most efficient assignment of personnel, and through the enforcement of proper handling and use of supplies; making regular contacts with institutional personnel; supervision and preparation of a wide variety of operating records and reports. Work involves occasional exposure to accident and health hazards as well as to disagreeable elements.

EXAMPLES OF DUTIES:

1. Directs and co-ordinates the activities of personnel assigned to a section of a large institution, with respect to services such as housekeeping, janitorial, security, laundry, storage, inventory, messenger, patient property and related activities.

2. Inspects premises with respect to cleanliness, orderliness, safety regulations or other pertinent conditions in order to determine the effectiveness of housekeeping and general services procedures of the institution; studies and makes recommendations concerning housekeeping methods and procedures and the most efficient assignment of personnel in this regard.

3. Directs and may participate in the indoctrination of new employees; conducts evaluation interviews, and makes recommendations thereon; plans and co-ordinates in-service training programs for both new and veteran employees.

4. Consults with institution supervisory personnel on matters connected with housekeeping or related activities; maintains close liaison in this regard; assists in the preparation of annual budget estimates for the housekeeping and general services division; directs the moving, assembling and storage of a variety of items of supplies, furniture and equipment; directs the preparation and maintenance of a wide variety of personnel and operating records and reports and participates in this activity.

5. On weekends or in the evenings, provides direction for the Housekeeping and General Services Division; may act for the General Services Manager in his absence; enforces discipline among subordinates; makes appropriate recommendations on disciplinary action; provides counseling when necessary in regard to disputes on assignments.

6. Directs the preparation of work schedules with a view toward providing the most efficient coverage; directs, reviews and approves the preparation of requisitions for a variety of supplies and equipment; makes appropriate recommendations on disciplinary action.

CLASS TITLE: ASSISTANT GENERAL SERVICES MANAGER (Continued) CODE: 2785

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school supplemented by six years of experience in the performance of duties pertaining to housekeeping or related auxiliary functions in a large institution, which must have included four years of progressively responsible supervisory experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: methods and procedures employed in servicing, cleaning, and maintaining a large institution including the use of a wide variety of cleaning equipment and supplies; modern supervisory methods particularly as they apply to a large institution.

Requires ability to direct a large group of subordinates employed at various locations in an institution to effectively arrange work schedules, evaluate performance of subordinates and establish and maintain effective liaison with instructional, administrative, and supervisory personnel.

PROMOTIVE LINES:

TO: 2786 General Services Manager

FROM: 2784 Porter General Foreman

ADOPTED: 8/13/64

CLASS TITLE: GENERAL SERVICES MANAGER

CODE: 2786

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises the housekeeping and general services activities in order to maintain an institution in clean and orderly condition; formulates plans for establishing and improving house-keeping activities; establishes work programs, methods, procedures and schedules; confers and cooperates with the assistant administrator, non-medical, and various department heads and other supervisory personnel; assists in preparing annual budget estimates; directs replenishments of needed equipment, supplies and materials; and performs related duties as required.

Requires responsibility for: carrying out, interpreting, coordinating, and enforcing existing policies and methods and developing detailed work procedures; achieving considerable economies and/or preventing considerable losses through enforcement of proper handling of equipment, materials and supplies; making regular contacts with supervisory and auxiliary personnel in various departments and occasionally with representatives of outside organizations as well as with the general public and visitors; supervising the preparation, gathering, review and approval of operational and personnel records. Work involves occasional exposure to accident and health hazards and occasionally to somewhat disagreeable elements.

EXAMPLES OF DUTIES:

1. Directs the activities and personnel engaged in performing various general services such as janitorial, housekeeping, protection and patrol, laundry, warehouse, property inventory, patient property accountability and various related clerical and record keeping tasks.
2. Assists the assistant administrator, non-medical, in the preparation of annual budgetary estimates covering the personal and non-personal services in the areas supervised; subsequently controls expenditures within approved budgetary appropriations.
3. Confers with assistant manager, non-medical, various department heads and other supervisory personnel regarding housekeeping and general services problems in order to assure high standards of cleanliness, sanitation and appearance.
4. Through subordinates, assigns, trains and evaluates all personnel; enforces established regulations and disciplinary measures; determines and prepares or supervises the preparation of detailed work procedures; inspects and reviews work performance to assure satisfactory compliance with established standards.
5. Prepares or approves the preparation of specifications and requisitions for necessary equipment, materials and supplies.
6. Directs the moving, assembling and storing of furniture, equipment, materials and supplies; arranges for the disposal of unneeded items and maintains related inventories.
7. Maintains proper security measures through adequate watchmen personnel; reports missing articles and thefts to police department or other concerned; directs fire prevention and fire fighting personnel in close collaboration with fire department.

CLASS TITLE: GENERAL SERVICES MANAGER (Continued)

CODE: 2786

8. Makes regular inspections of buildings, grounds and equipment; checks on cleanliness, safety factors, operation and maintenance services; prepares periodic and annual reports of work performance and services rendered.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by six years experience in directing hospital or other large institutional housekeeping and general services functions and activities, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires general overall working knowledge of: institution operating policies and procedures; housekeeping and general services function and of the equipment, materials and supplies, methods and procedures applied to general housekeeping activities.

Requires ability to organize and direct subordinates with integrity and firmness.

PROMOTIVE LINES:

To: No Normal Lines of Promotion

From: Original Entrance Examination  
Laundry Superintendent  
Porter General Foreman

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: COMMUNITY HEALTH AIDE

CODE: 2801

CHARACTERISTICS OF THE CLASS:

Under supervision, assists professional Public Health staff at a district health center in interpreting the program of the health center to the district being served and by providing liaison between city public health administration and the community; assists professional staff in a variety of the more routine phases of public health activity; performs related duties as required.

Requires responsibility for carrying out and explaining the public health program to residents of the community; following instructions on matters relating to the public health program; regular personal contacts with community residents, as well as health center staff; maintaining simple operational and statistical records.

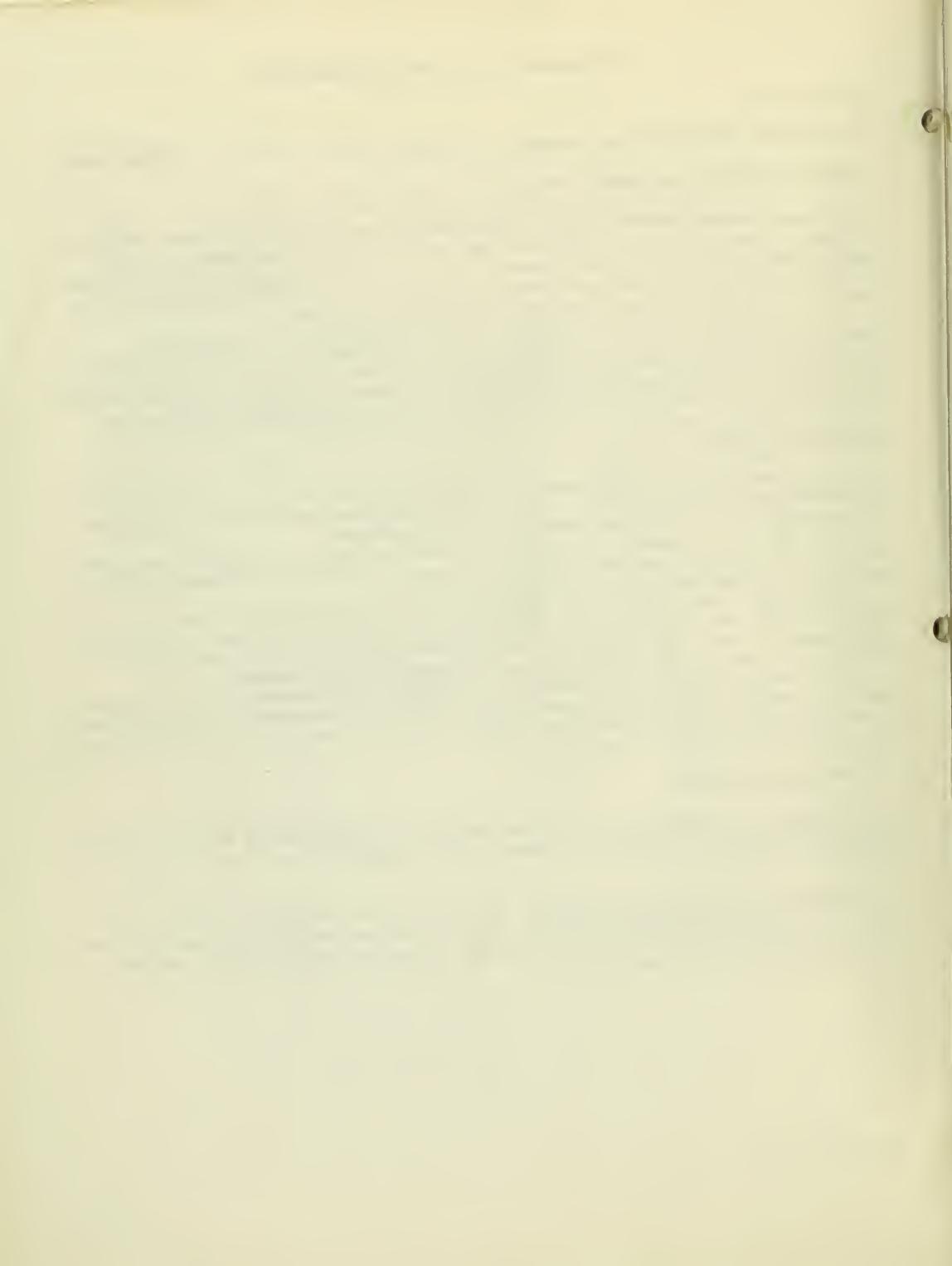
EXAMPLES OF DUTIES:

1. Visits district residents in order to acquaint them with the program of the Health Department, as well as those of related agencies; provides assistance to residents in utilizing available community resources.
2. May act as interpreter for the professional staff and for patients both on home visits and at the health center; receives, registers, and routes patients reporting for treatment at health center clinics.
3. Makes home visits to new residents in housing projects and describes preventive health services available and how the resident may use them; accompanies handicapped or debilitated patients to clinics or physician's offices; makes follow-up on broken dental or child health conference appointments.
4. Assists in survey activities or door-to-door promotion of health program; assists the health educator in previewing and selecting suitable health education materials; assists professional and clerical staff by recording results of screening programs in clinics and schools.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school and two years of work experience of a type deemed suitable for the performance of the duties of the Community Health Aide.

Knowledge, Abilities and Skills: Should have knowledge of the ethnic, economic and social factors affecting the residents of the neighborhood served by the health center and the ability to speak, read and write English as well as the language predominant in the district.



MAY 18 1989

## SAN FRANCISCO CIVIL SERVICE COMMISSION

SAN FRANCISCO  
PUBLIC LIBRARY

CLASS TITLE: EPIDEMIOLOGIST I

CODE: 2802

## CHARACTERISTICS OF THE CLASS:

Under direction, conducts and evaluates responsible scientific work, uses epidemiologic survey instruments and analyzes computer-based data sets to identify and describe patterns of diseases; provides technical advice on strategies to control contagious and other diseases based on analysis of data; and performs related duties as required.

## DISTINGUISHING FEATURES:

This is the entry level in the Epidemiologist series. Positions in this class have responsibility for conducting research studies to discover the causes of diseases, applying biostatistical methods, suggesting procedures of disease prevention, and aiding in evaluation of effectiveness of programs using prescribed methods. In contrast, the next higher class of Epidemiologist II has independent responsibility for planning, organizing, and controlling original epidemiologic studies.

## EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7).

1. Assists in planning and designing epidemiologic studies; assists in developing procedures for epidemiological research; conducts epidemiologic surveys; prepares technical reports based on surveys.
2. Provides technical consultation and direction to disease control investigators regarding statistical techniques involved in experimental and observational research; may supervise specific disease control investigations; may assess the impact of disease control interventions on the status of target populations.
3. Coordinates local efforts with research investigators and requirements from other agencies; provides technical advice to public agencies and communications media based on studies performed.
4. Implements and maintains communicable disease data gathering and processing systems; prepares statistics and analyzes data as directed by senior staff through the use of computer-generated spreadsheets such as Lotus 123, chartmaking software, such as Chartmaster, and statistical software packages, such as SPSS and SAS; and maintains statistical records and reports regarding epidemiological factors of communicable diseases.
5. May write project proposals and specific papers based on hypotheses and findings.

CLASS TITLE: EPIDEMIOLOGIST I

CODE: 2802

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Knowledge of: Principles and methods of biometry, biostatistics, and demography; principles and procedures of epidemiology research including design of epidemiology surveys; theory, practice and application of epidemiologic methodologies, including methods used in specialized fields; methods of preparing scientific research reports.

Ability to: implement various research studies; direct staff engaged in epidemiologic investigations; prepare statistics and analyze data as directed through the use of computer-generated spreadsheets such as Lotus 123, chartmaking software such as Chartmaster, and statistical packages such as SPSS and SAS; write project proposals and technical reports; establish and maintain effective relationships with persons contacted in the course of the work.

ADOPTED: 3/6/89

#4070c

MAY 18 1989

## SAN FRANCISCO CIVIL SERVICE COMMISSION

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CLASS TITLE: EPIDEMIOLOGIST II

CODE: 2803

## CHARACTERISTICS OF THE CLASS:

Under general direction, plans, conducts, and evaluates original experimental and survey epidemiologic research to determine patterns of disease in the community; designs survey instruments; analyzes collected data and interprets results utilizing computer based data storage, retrieval and analysis; participates in departmental and professional meetings and conferences; and performs related duties as required.

## DISTINGUISHING FEATURES:

This is the journey level in the Epidemiologist series. Positions in this class are responsible for planning, and conducting original epidemiologic studies, including the direction of staff involved in the data collection or the statistical analysis of such studies. The Epidemiologist II class is distinguished from the lower class of Epidemiologist I in that the former assumes independent responsibility for planning and initiating studies, whereas responsibilities of the latter tend to be limited to implementing and facilitating research activities which are directed from a higher level. The Epidemiologist II is distinguished from the higher level Epidemiologist III in that the responsibilities of the former are limited to planning and conducting research studies whereas the latter assumes responsibility for an entire program of surveillance and research activities.

## EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7).

1. Plans, directs and evaluates original epidemiologic proposals and studies; designs and implements survey instruments and procedures for data collection and analysis; establishes and maintains surveillance systems to identify and monitor disease trends among various populations; and analyzes and interprets findings and research results.
2. Recommends policies and procedures for the control and prevention of diseases; assesses feasibility of population interventions; and analyzes the impact of planned interventions on the health status of target populations.
3. Provides direction to staff involved in data collection, coding, statistical analysis and other support activities involved in research investigations.
4. Provides technical consultation to departmental staff on epidemiologic research methodology and design; provides information to other public and private agencies and professional groups regarding issues relating to disease trends, patterns, characteristics, possible causation, and potential remedial actions; coordinates research efforts with departmental staff and investigators in other agencies.

CLASS TITLE: EPIDEMIOLOGIST II

CODE: 2803

EXAMPLES OF DUTIES: (continued)

5. Prepares reports, presentations and scientific papers based on hypothesis and results; participates in conferences, meetings and seminars relating to the causation, spread and prevention of diseases.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Knowledge of: Principles and methods of biostatistics and demography; principles, theories and procedures of epidemiology including design and evaluation of epidemiology research; methods of collecting and analyzing data; computer processing methods used to generate, organize and display statistical and other research data; epidemiological methods used in specialized fields; methods of preparing scientific research reports.

Ability to: plan, implement, and coordinate various research studies; function independently and direct support staff with minimal supervision; identify and apply sophisticated statistical techniques necessary for the analysis of complex data and utilize computer-generated spreadsheets such as Lotus 123, chartmaking software such as Chartmaster, and statistical packages such as SPSS and SAS; evaluate findings; establish and maintain effective relationships with associates, physicians, and the general public; prepare project proposals, scientific reports, and publishable medical literature.

ADOPTED: 3/6/89

#4071c

MAY 18 1969

## SAN FRANCISCO CIVIL SERVICE COMMISSION

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PUBLIC LIBRARY

CLASS TITLE: EPIDEMIOLOGIST III

CODE: 2804

## CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans, develops and manages epidemiologic surveillance and research programs within the Department of Public Health; plans, directs, coordinates and evaluates original experimental, observational, and survey epidemiologic research to determine patterns of disease in the community; recommends and implements programs and procedures for the control and prevention of disease; directs the activities of multidisciplinary professional and support staff engaged in surveillance and research activities; coordinates local surveillance and research activities within the department and with epidemiologic staff of other agencies; represents the Department of Health on matters relating to specific surveillance and research activities; and performs related duties as required.

## DISTINGUISHING FEATURES:

This is the management level in the Epidemiologist series. Positions in this class assume direct responsibility and authority for all epidemiologic surveillance and research activities of subordinate professional and support staff within a discrete program. The Epidemiologist III is distinguished from the lower class of Epidemiologist II in that the broader administrative and scientific responsibilities of the former include the management of City operated and contracted epidemiologic programs involving a wide variety of studies and projects, whereas responsibilities of the latter are limited to planning, directing and conducting specific research studies.

## EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Plans, develops and manages epidemiologic surveillance and research programs within the Department of Public Health; develops and administers program budgets, including grant funds from a variety of agencies; and monitors and evaluates contracts for community research surveys.

2. Plans, directs and evaluates original epidemiologic proposals and studies; supervises the design and implementation of instruments and procedures utilized for the collection and analysis of data; establishes and coordinates surveillance systems to identify and monitor disease trends among various populations; and analyzes and evaluates research results.

3. Develops and implements policies and procedures for the control and prevention of diseases; assesses the feasibility of population interventions and analyzes the impact of planned interventions on the health status of target populations.

CLASS TITLE: EPIDEMIOLOGIST III

CODE: 2804

EXAMPLES OF DUTIES: (continued)

4. Selects, supervises and evaluates subordinate professional, technical and support staff engaged in surveillance and research activities, which include research design, data collection, data analysis and preparation of reports.

5. Functions as a principal epidemiologic consultant to departmental staff regarding epidemiologic research methodology and design; represents the department to public and private agencies and groups regarding issues relating to disease trends, patterns, characteristics, causation and prevention; establishes and maintains collaborative relationships with research scientists from other agencies.

6. Oversees the preparation of project proposals, reports and scientific papers based on original research; presents findings at local, national and international medical, and research conferences.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Knowledge of: Principles and methods of biostatistics and demography; principles, theories and procedures of epidemiology including design and evaluation of epidemiology research; methods of collecting and analyzing data; computer processing methods used to generate, organize and display statistical and other research data; epidemiological methods used in specialized fields; methods of preparing scientific research reports; principles and practices of program administration and supervision.

Ability to: plan, implement, and coordinate various research studies; manage and direct professional, technical, and support staff; direct and supervise sophisticated statistical analysis of data and utilization of computer-generated spreadsheets, such as Lotus 123, chartmaking software such as Chartmaster, and statistical software packages such as SPSS and SAS; evaluate results; supervise the preparation of project proposals, scientific reports, and publishable medical literature; present results before a variety of organizations and professional groups; and establish and maintain effective relationships with associates, physicians, and the general public.

ADOPTED: 3/6/89

#4072c

CLASS TITLE: DISEASE CONTROL INVESTIGATOR  
(Continued)

CODE: 2806

5. Admits patients and contacts to clinics and initiates their medical record; gives communicable disease information; answers inquiries about clinic procedures during time patients may be under observation; instructs them as to proper conduct while awaiting diagnosis; distributes communicable disease pamphlet information; makes new appointments for delinquent cases; may serve isolation orders.

6. Confers with adult probation department for assistance in identifying and locating certain contacts; confers with adult authority parole officers and officials of school districts to locate teen-age contacts or identify and locate adult contacts who may have children in certain schools.

7. Promotes general understanding of the disease control program; appears and discusses program measures before trade and civic groups and other organizations.

8. Maintains various records of individual contacts and reports of investigations for comparative data and clues that may be necessary to complete the identification; keeps personal log book containing specific information of many individuals, the number of visits and interviews made and other pertinent information.

**MINIMUM QUALIFICATIONS:**

Training and Experience: Requires completion of a four year college or university, with baccalaureate degree, with major course work in a biologic science, public health, sociology or social work.

Requires at least two years of experience in the field of epidemiology or as a field investigator dealing with the general public in a specialized public health or sanitation field in connection with disease control programs; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires thorough knowledge of the laws, regulations and programs applicable to general disease control, including communicable, chronic and occupational diseases.

Requires exceptional skill, ability and personality to satisfactorily perform highly specialized field investigative and interviewing work.

**PROMOTIVE LINES:**

To: No normal line of promotion.

From: Original entrance examination.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DISEASE CONTROL INVESTIGATOR

CODE: 2806

CHARACTERISTICS OF THE CLASS:

Under direction, conducts interviews and field investigations of patients with communicable and other disease diagnoses and individuals named as contacts with such patients; evaluates information concerning individual patients and contacts; makes routine follow-ups in order to progress investigations to successful conclusions; keeps detailed records and files pertaining to contacts and investigations; and performs related duties as required.

Requires responsibility for: carrying out, interpreting, explaining and enforcing existing policies, rules and regulations pertaining to the investigation of communicable disease contacts; making regular contacts with the general public, specific individuals designated as disease contacts and other persons who may be concerned, for the purpose of obtaining specific information and specialized information of a highly confidential nature; gathering, preparing, and maintaining specialized information of a highly confidential nature; preparing related reports. Nature of work requires sustained physical effort involving continuous light work, including considerable walking with frequent exposure to health, accident and injury hazards and disagreeable elements.

EXAMPLES OF DUTIES:

1. Arranges personal interviews with selected communicable and other disease patients; endeavors to obtain their confidence and cooperation; attempts to ascertain the identity of all contacts; explains nature of repeated infections and gives communicable disease education, and explains possible means to avoid subsequent infections; elicits names of patients, sex partners, and studies patient to determine sex patterns in venereal disease cases.

2. Conducts field investigations of individuals named as contacts with patients diagnosed and under treatment for communicable disease; receives contact reports for investigation from several reporting agencies and sources; investigates each report for the purpose of locating and referring the persons named for medical examination and necessary treatment in conformance with the communicable disease control program; makes routine follow-ups to check and probe possibilities for all information and clues to bring each investigation to a successful conclusion.

3. Makes inquiries among many persons, in homes, hotels, bars, cafeterias, taverns, theatres, amusement parks, public parks, bus terminals, railroad stations, airline offices, ships, piers, amusement areas, parking lots, stores, various places of employment, and other locations where contacts are reported to frequent, in order to secure information relative to the identification and location of contacts; devises methods of obtaining information in the field through legitimate diversionary methods; applies lay psychological techniques in tactfully handling situations.

4. Applies knowledge of applicable state and local laws and public health regulations and various provisions of the state health and safety code governing the procedures in combating communicable and other diseases; applies working knowledge of medical terms and technology to enable discussion and explanation of disease complications with professional and lay people.

## SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR DISEASE CONTROL INVESTIGATOR

CODE: 2808

## CHARACTERISTICS OF THE CLASS:

Under direction, supervises specialized communicable and other disease control activities and investigations related to disease control services within the Department of Public Health; supervises and trains a staff of disease control investigators and coordinates their investigative activities; supervises the maintenance of important disease control records and files pertaining to investigations, and data received from Federal and State agencies and other City agencies; and performs related duties as required.

Requires responsibility for: Developing, coordinating and carrying out existing policies, rules and regulations pertaining to the investigation of communicable disease contacts; may make contacts with individuals and the general public in obtaining specialized or confidential information in circumstances of unusual difficulty and in giving communicable disease education; supervises the gathering, preparing and maintaining of specialized information of a highly confidential nature. Nature of work requires sustained physical effort involving continuous light work, including considerable walking with frequent exposure to health, accident and injury hazards and disagreeable elements.

## EXAMPLES OF DUTIES:

1. Supervises and trains disease control investigators in a variety of communicable and other disease control measures associated with interviewing patients, the general public, and employees of other public agencies to ascertain identity of all contacts and other persons who may be concerned; bring afflicted persons to examination and treatment; and giving communicable disease education.

2. Supervises the maintenance of important records and files containing information received during investigations of contacts and from data received through other public agencies.

3. Undertakes continuous evaluation of disease control activities, developing new and improved methods of control and assisting in establishing effective and efficient administrative procedures.

4. Arranges and participates in programs to further educate patients and the general public in control of communicable and other diseases within the community.

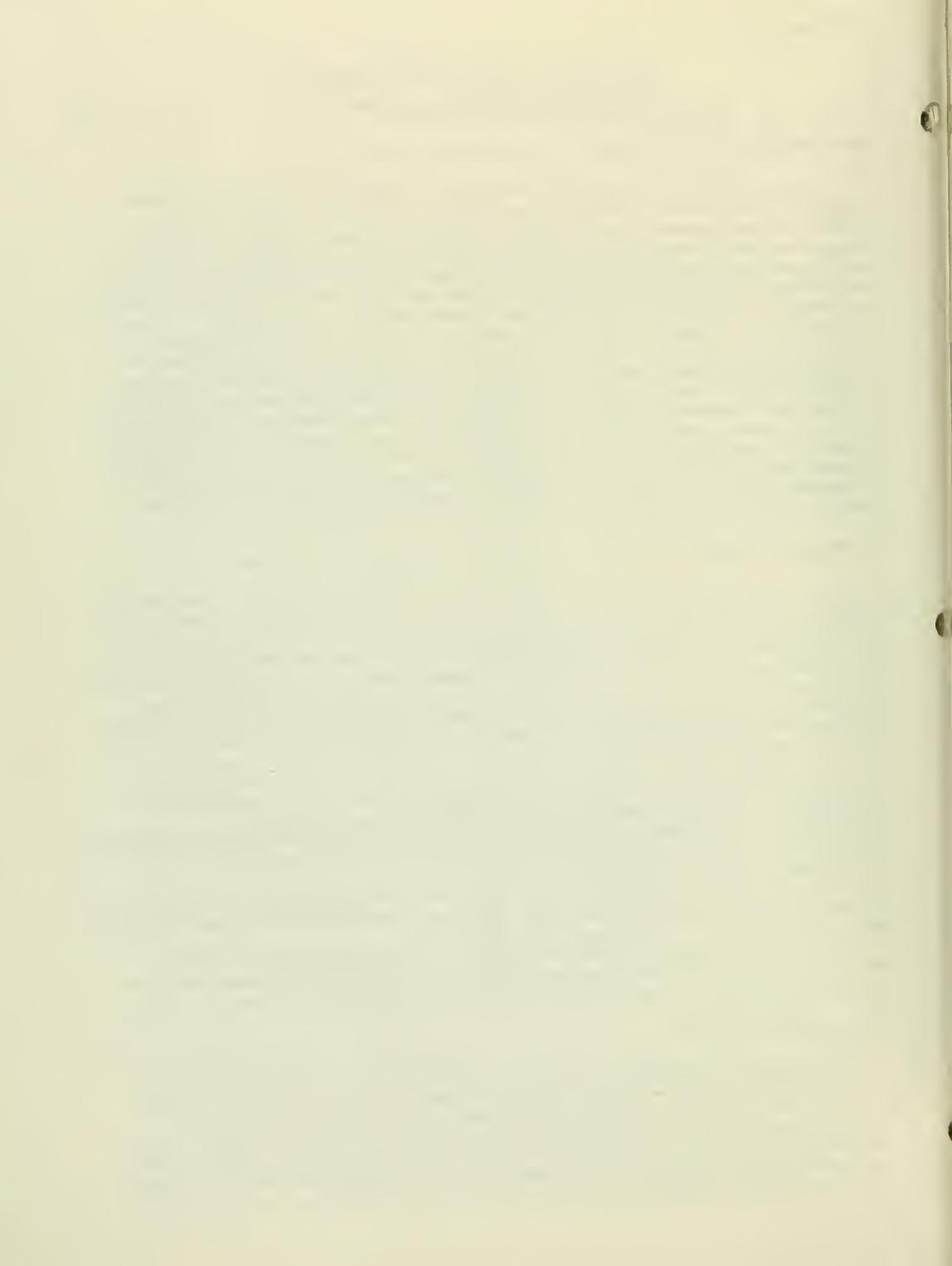
5. Maintains liaison with the City, State and Federal agencies in obtaining and distributing important information on Disease Control activities within the City.

6. Applies knowledge of applicable State and local laws and public health regulations and various provision of the State Health and Safety Code governing procedures in combating communicable and other diseases.

## MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with baccalaureate degree, with major course work in a biologic science, public health, sociology or social work.

Requires at least three years of experience in the field of epidemiology or as a field investigator dealing with the general public in a specialized public health or sanitation field in connection with disease control programs; or an equivalent combination of training and experience.



CLASS TITLE: SENIOR DISEASE CONTROL INVESTIGATOR

CODE: 2808

MINIMUM QUALIFICATIONS: Continued

Knowledge, Abilities and Skills: Requires thorough knowledge of the laws, regulations and programs applicable to general disease control, including communicable, chronic, and occupational diseases.

Requires considerable ability and skill to: Supervise, train and coordinate the work of subordinate investigative personnel; deal effectively with the general public and Federal, State and City agencies; speak effectively before various groups and civic organizations in promoting general understanding of disease control programs.

PROMOTIVE LINES:

To: No normal lines of promotion

From: 2806 Disease Control Investigator

ADOPTED: May 25, 1970



CLASS TITLE: VENEREAL DISEASE INTERVIEWER

CODE: 2808

CHARACTERISTICS OF THE CLASS:

Under general supervision, interviews selected patients with venereal disease diagnosis for the purpose of ascertaining identity of their contacts; explains to patients the highly confidential nature of all matters pertaining to their individual cases in order to gain their confidence in furnishing needed information; explains dangers of repeated infections; endeavors to obtain information with reference to area in which contacts reside; and performs related duties as required.

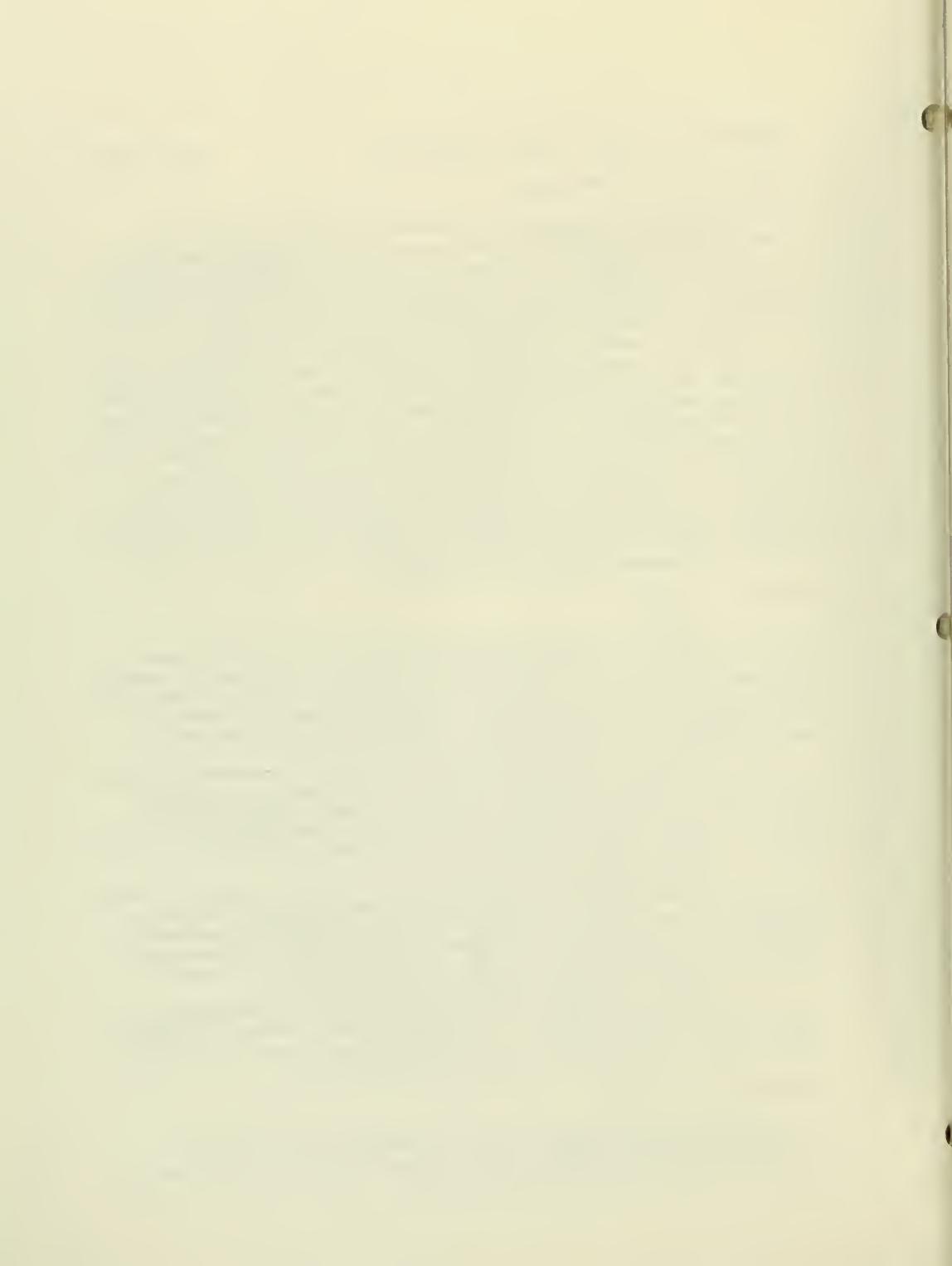
Requires responsibility for: carrying out and explaining existing policies, rules and regulations pertaining to venereal disease contacts; achieving certain economies and/or preventing moderate losses through efficient performance of interviewing techniques; making regular contacts with specific individuals designated as venereal disease contacts and other persons who may be concerned, for the purpose of obtaining specific and specialized information of a highly confidential nature; gathering and compiling specialized information of a highly confidential nature and preparing related reports. Nature of work involves normal physical effort and manual dexterity, exposure to accident or health hazards and somewhat disagreeable elements.

EXAMPLES OF DUTIES:

1. Arranges personal interviews with selected venereal disease patients; endeavors to obtain their confidence and cooperation; attempts to ascertain the identity of all contacts; explains nature of repeated infections and gives sex education, and explains possible means to avoid subsequent infections; elicits names of patients, sex partners, and studies patient to determine sex patterns.
2. Subsequently, during follow-up of contacts by venereal disease investigator, admits contacts to clinic and initiates their medical record; gives venereal disease information; answers inquiries about clinic procedures during time they may be under observation; instructs them as to proper conduct while awaiting diagnosis; distributes venereal disease pamphlet information.
3. Telephones patients at their homes or at their places of work; disseminates venereal disease information; makes new appointments for delinquent cases; talks with patients' private physicians; contacts military installations and interviews military venereal disease cases; interviews venereal disease patients in city prison, at the general hospital or other locations including private hospitals.
4. Confers and cooperates with venereal disease investigator in order to clarify and coordinate common activities; confers with federal health service representatives in a similar manner; discusses venereal disease cases with clinic physicians and technicians.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in biological science or public health.



CLASS TITLE: VENEREAL DISEASE INTERVIEWER (continued) CODE: 2808

Requires at least four years of experience as a field investigator and/or interviewer dealing with the general public and individual venereal disease contacts in connection with a communicable disease control program, or an equivalent combination of training and experience.

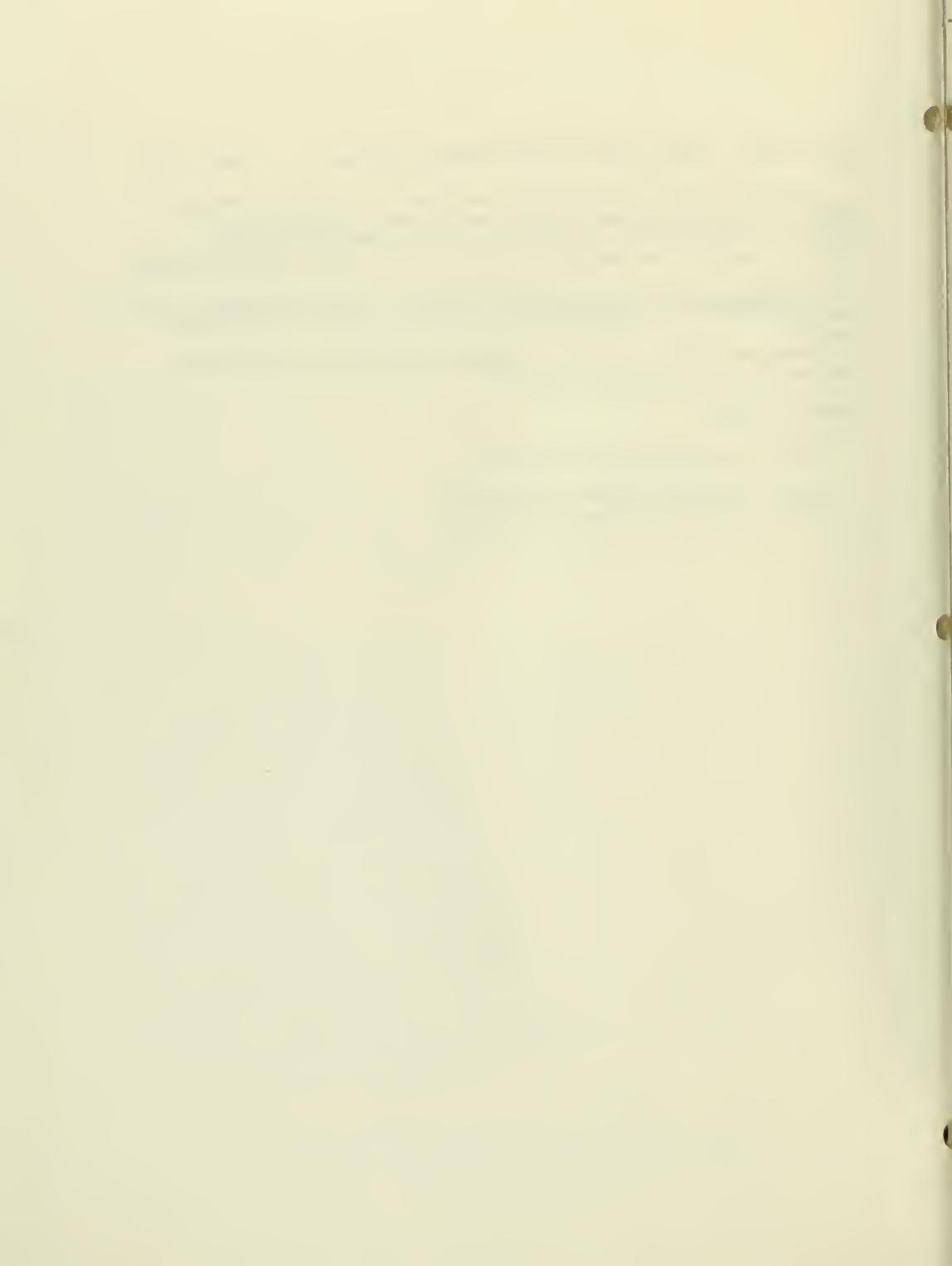
Knowledge, Abilities and Skills: Requires thorough knowledge of the laws, regulations and programs applicable to general venereal disease control.

Requires exceptional skill, aptitude, personality qualifications and specialized interviewing ability.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Venereal Disease Investigator  
Original entrance examination



# SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PRINCIPAL DISEASE CONTROL INVESTIGATOR

CODE: 2810

## CHARACTERISTICS OF THE CLASS:

Under general direction, supervises and administers an investigation and control division providing disease control services within the Department of Health; establishes, develops and interprets policies and methods for use by disease control investigators and coordinates their investigative and control activities; implements and evaluates overall disease control programs in accordance with various codes and guidelines; and performs related duties as required.

## DISTINGUISHING FEATURES:

Positions in this class function as managers of a health investigation and control division within the Public Health Bureau of Communicable Disease Control and AIDS Division. The Principal Disease Control Investigator differs from the lower level class of Senior Disease Control Investigator, in that the former manages and provides consultation for County-wide programs such as Sexually Transmitted Diseases, AIDS, or the Tuberculosis Control Program; whereas the latter supervises a unit of Disease Control Investigators and functions less independently, following procedures set by departmental policies and guidelines, and State and local public health codes.

## EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered a restriction on the assignment of duties not specifically listed." (Civil Service Commission Rule 7)

1. Plans, programs and directs the activities of a health investigation and control staff through subordinate Senior Disease Control Investigators and others assigned to specialty areas; prepares the program budget and grant requests for a disease control and investigation division including one or more County-wide programs.

2. Assesses the quality and needs of disease investigation and control programs to determine effectiveness and plan for improvements.

3. Establishes standards, procedures and policies used in the investigation, reporting and control of communicable diseases; collaborates with supervisors to formulate methods of implementing policies and procedures.

4. Selects, trains and evaluates the performance of Senior Disease Control Investigators and other staff assigned to the programs; provides counseling to supervisors on techniques of staff supervision, problem solving, interpretation of policies and methods of enforcing laws; takes disciplinary actions when necessary.

5. Supervises the maintenance of records on cases of communicable disease; may prepare reports which reflect and/or evaluate disease control activities and morbidity for further review and analysis by epidemiological and management staff.

6. Establishes and maintains cooperative relationships with other divisions or community agencies involved in disease control activities to keep abreast of health trends, demands and needs of the community; advises schools, health centers, departmental staff and community groups regarding laws and regulations relating to communicable disease control.



CLASS TITLE: PRINCIPAL DISEASE CONTROL INVESTIGATOR

CODE: 2810

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: A broad knowledge of: communicable diseases and the investigation and control techniques and procedures used to mitigate them; Federal, State and City ordinances, rules, and regulations pertaining to disease control; some knowledge of the needs of populations affected by specific diseases.

Ability to: administer and supervise the technical and clerical work of subordinate personnel; meet and deal effectively with the general public and Federal, State and City agencies; speak effectively before various groups and organizations to promote an understanding of disease control programs; analyze records and prepare reports.

ADOPTED: 11-6-89

#4124c



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CHIEF DEPUTY REGISTRAR OF VITAL STATISTICS      CODE: 2812

CHARACTERISTICS OF THE CLASS:

Under direction, is responsible for the registration of all vital statistics pertaining to births and deaths in the city and county; supervises the activities of subordinate employees engaged in such work; and performs related duties as required.

Requires responsibility for: interpreting and carrying out existing methods and procedures relative to the recording and processing of vital statistics data; making regular contacts with other departmental employees and the general public relative to the collection and dissemination of vital statistics data; preparing, checking and reviewing important records and reports relative to births and deaths in the city and county.

EXAMPLES OF DUTIES:

1. Registers and supervises the registration of all statistics pertaining to births and deaths in the city and county; prepares and supervises the preparation and maintenance of related records, files and indexes.

2. Checks and reviews the work of subordinates for accuracy, completion and legality of all certificates and documents in accordance with the state health and safety codes pertaining to vital statistics, registration and the records processing of deceased persons.

3. Supervises the preparation of copies of official documents and certificates and the transmission of original copies to the state department of vital statistics.

4. Replies to telephone and personal requests concerning information on births and deaths; searches records for information pertaining to such requests and prepares replies accordingly.

5. Prepares and supervises the preparation of certified copies of vital statistics for the general public.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by at least five years of progressively responsible clerical and office experience in the processing of statistical data and information and making related computations; or an equivalent combination of training and experience.

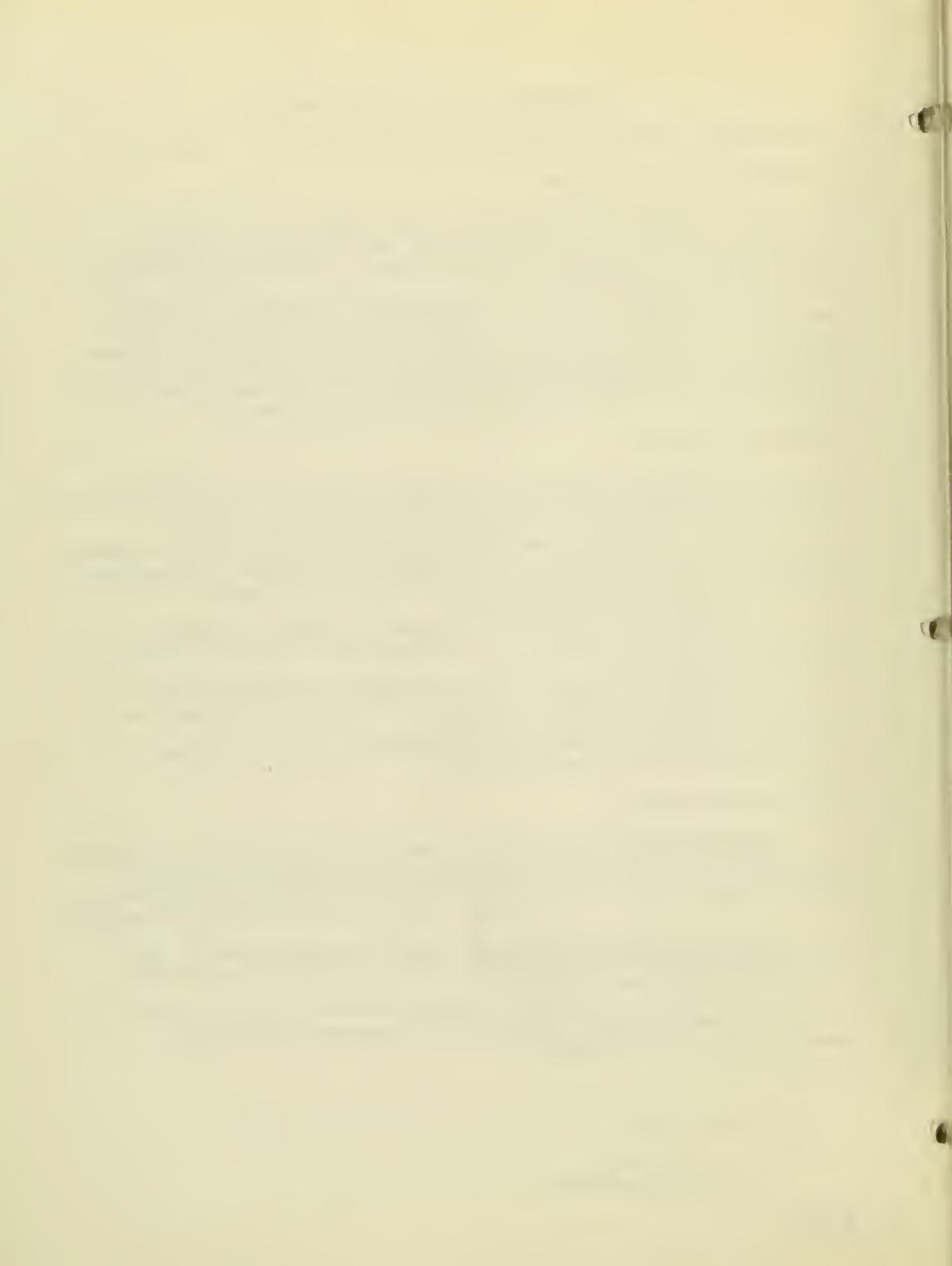
Knowledge, Abilities and Skills: Requires good knowledge of: the principles, procedures and records of statistical analysis; modern office methods, techniques and equipment.

Requires ability to: plan, assign, supervise and review the work of subordinate personnel; deal effectively and courteously with other employees and the general public.

PROMOTIVE LINES:

To: Chief Clerk

From: Senior Clerk  
Senior Clerk-Typist



CLASS TITLE: CHIEF, BUREAU OF RECORDS AND STATISTICS

CODE: 2816

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, administers the activities of the bureau of records and statistics of the department of public health, including the registration of all vital statistics; analyzes, standardizes and makes recommendations on record keeping and statistical methods; exercises direct supervision over employees engaged in the preparation and maintenance of statistical records, reports, tables, and special studies; and performs related duties as required.

Requires responsibility for: interpreting, coordinating and enforcing policies, methods and procedures related to record keeping and statistical activities and developing and initiating new methods and techniques in the maintenance of public health statistical data; making regular contacts with persons in other bureaus for the purpose of advising on revisions of existing statistical record keeping techniques, and representatives of other departments, agencies, and the general public to furnish and exchange statistical information; preparing, checking and reviewing important and detailed statistical records and reports.

EXAMPLES OF DUTIES:

1. Directs, supervises and coordinates statistical and other clerical assistants engaged in compiling and tabulating a large variety of statistical records and reports; reviews, checks, analyzes and computes necessary additional statistical information prior to preparation of statistical reports.

2. Analyzes record keeping and statistical methods used in the various bureaus and services of the department of public health and recommends elimination, consolidation or changes in methods of reporting; acts as consultant in working out schedules and questionnaires for other bureaus and in revising report forms; standardizes records and reports to be used for statistical summaries, news releases or budget presentation information.

3. Plans and supervises statistical research; prepares statistical and narrative material for bulletins and annual statistical reports in response to special requests; prepares articles for weekly bulletins.

4. Answers requests for statistical information from other bureaus, city departments, outside agencies, and the general public.

5. Addresses interested groups and committees regarding public health records and statistical methods.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, with major course work in elementary and advanced statistics.

Requires three years of experience in technical research or statistical work, including at least two years of experience in statistical analysis of public health data. Possession of a master's degree in biophysics or public health may be substituted for two years of experience; or an equivalent combination of training and experience.

CLASS TITLE: CHIEF, BUREAU OF RECORDS AND STATISTICS      CODE: 2816  
(continued)

Knowledge, Abilities and Skills: Requires general knowledge of: the organization, purposes, functions and problems in a records and statistical unit including the registration of vital statistics; the organization and nature of statistical programs; the principles of effective supervision and personnel management; the principles, problems, concepts, terminology and techniques of public health and medical research; the application of a wide variety of statistical methods to research problems.

Requires ability and skill to: plan and direct a record and statistics program and provide technical consulting services; write and speak effectively; deal courteously, effectively and tactfully with subordinates and other employees; establish effective public relations with a variety of outside interests and groups.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Original entrance examination  
Senior Statistician

SAN FRANCISCO SERVICE COMMISSION

CLASS TITLE: HEALTH PROGRAM PLANNER

CODE: 2818

CHARACTERISTICS OF THE CLASS:

Under general supervision, plans, analyzes and evaluates current or proposed health programs within the Department of Public Health for the purpose of program development; assists in the development of recommendations to improve existing health programs or substantiate the need for additional programs; assists in the development and finalization of a department-wide plan for the delivery of health services and/or those plans mandated by outside agencies; and performs related duties as required.

DISTINGUISHING FEATURES:

The Health Program Planner is the journey-level professional health planning position in the Department of Public Health. Incumbents in this classification carry out work assignments with some degree of independence and are free to develop their own work sequence within established policies and procedures. The Health Program Planner series of classes differs from line administrative and management classifications in that the latter are responsible for program operation and the delivery of services to the community, while the Health Program Planner series of classes requires a broad technical knowledge of assigned program areas and expertise in program planning techniques.

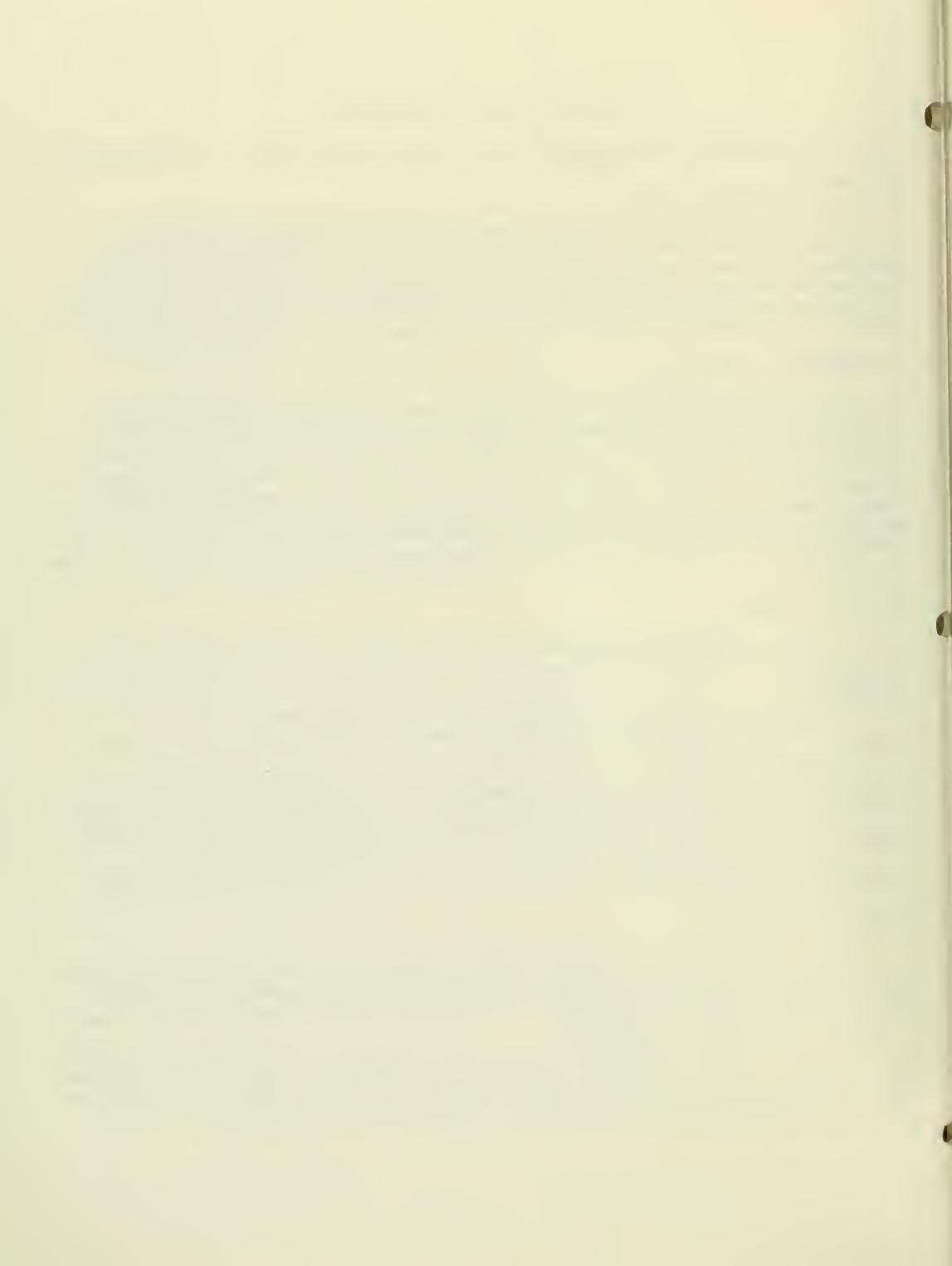
EXAMPLES OF DUTIES:

1. Plans, analyzes and evaluates current or proposed health programs within an assigned area or bureau of the Department of Public Health for the purposes of program development.
2. Collects and analyzes demographic and health status data.
3. Prepares reports based on needs assessment surveys or specialized research studies.
4. Assists in the development and preparation of all annual county plans, such as the County Short-Doyle Plan and the Comprehensive Drug Abuse and Alcohol Abuse Plan, as well as an integrated department-wide program plan for delivering health services.
5. Provides technical assistance to management personnel and community advisory boards, councils or agencies to coordinate and implement program development.
6. May have responsibility for liaison work with one or more community groups relating to planning efforts.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree with major course work in public health, public health administration, public administration, business administration, health or mental health sciences or a closely related field.

Requires two years of experience in planning, research or evaluation for a large public or mental health department or agency; or an equivalent combination of training and experience. A Master's degree in public administration, public health administration, business administration or a closely related field will be accepted for the required experience.



CLASS TITLE: HEALTH PROGRAM PLANNER

CODE: 2818

MINIMUM QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Requires knowledge of health planning and systems theory; public and mental health programs and trends; developing and evaluating health program plans; statistical research techniques and applications; fundamentals of data processing; methods of preparing reports; populations, social, economic and staffing trends affecting health services; structure and operation of public administrations.

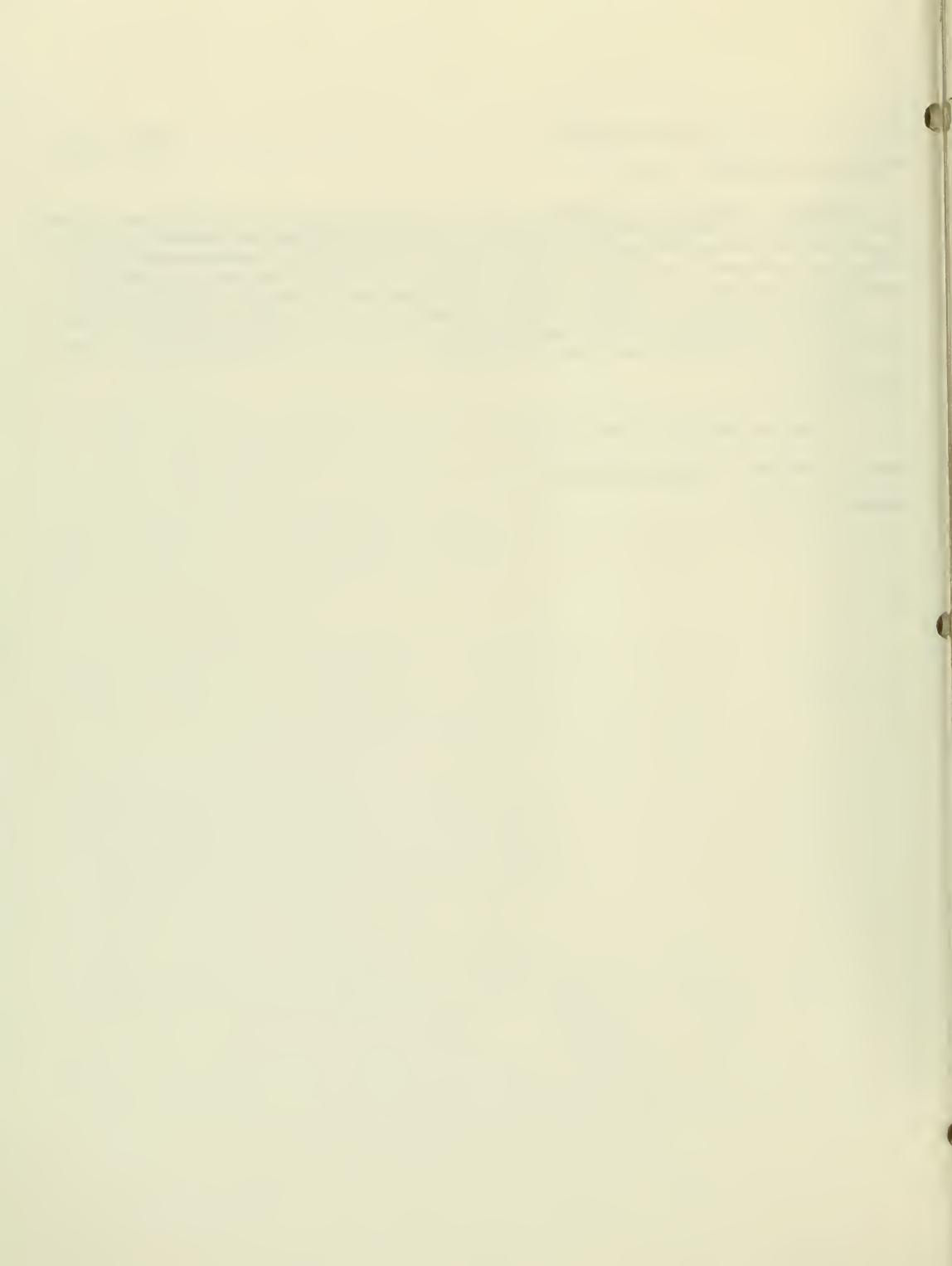
Requires ability to: gather, analyze, organize, interpret and report data related to health program planning; speak and write effectively; work cooperatively with local, State and Federal agencies and community groups.

PROMOTIVE LINES:

To: Senior Health Program Planner

From: Original Entrace Examination

ADOPTED: 1-21-80



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT HEALTH EDUCATOR

CODE: 2819

CHARACTERISTICS OF THE CLASS:

Under supervision, participates in the development, promotion, implementation, and evaluation of a wide variety of health education programs within the Department of Public Health; assists in the development of written and visual health information materials for public consumption; conducts evaluative studies and prepares reports; and performs related duties as required.

DISTINGUISHING FEATURES:

The Assistant Health Educator is the entry level (non-Master's degree) classification in the Health Education series. The Assistant Health Educator differs from the professional Health Educator and Mental Health Educator classes in that the former work under supervision of and provide assistance to employees in the latter classifications who are responsible for developing and implementing health education programs.

EXAMPLES OF DUTIES:

1. Participates in the development, promotion, implementation and evaluation of health education programs; conducts educational sessions with target groups on specific health subjects; encourages direct referral to treatment centers within the Department of Public Health.
2. Assists in monitoring State and Federal legislation, research and demonstration projects affecting health promotion and education; participates in the development and implementation of periodic orientation programs for employees and other health care agencies regarding the services of the Department of Public Health.
3. Provides assistance in the development of health education materials for public dissemination, such as pamphlets, flyers, transparencies and slides; conducts evaluative studies and prepares written reports on programs; may act as liaison with other health agencies.

MINIMUM QUALIFICATIONS:

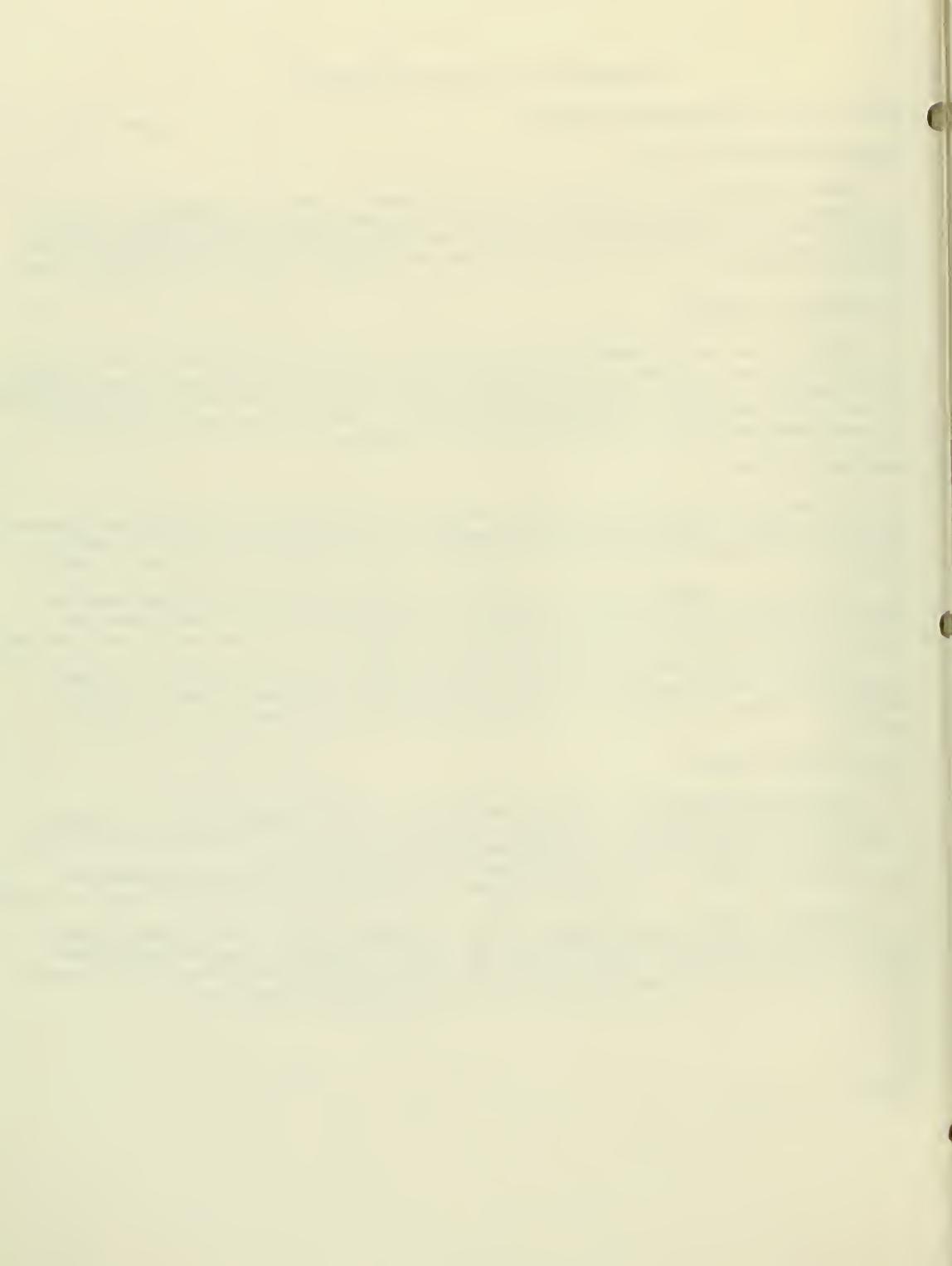
Training and Experience: Requires completion of a baccalaureate degree with a major in Community Health Education, sociology, biological sciences, or a closely related field; or an equivalent combination of training and experience.

A Master's Degree in Public Health Education or Community Public Health Education may be required in order to qualify for higher classifications in the Health Education series.

Knowledge, Abilities and Skills: Requires knowledge of public health education and public health programs; community structure and public relations. Requires ability and skill to assist in planning and developing health education programs, preparation of health education materials, and communicating with groups and community agencies.

NEW CLASS

ADOPTED: 10-20-80



CLASS TITLE: HEALTH EDUCATION ASSISTANT

CODE: 2820

CHARACTERISTICS OF THE CLASS:

Under general supervision, assists the health educator in providing public health education services; and performs related duties as required.

Requires responsibility for: carrying out and explaining existing methods and procedures relating to public health education; achieving minor economies and preventing losses through the efficient handling of technical equipment and materials; making occasional contacts with persons in other departments, professional personnel, representatives from outside organizations and the general public; preparing, checking, accumulating and assembling large amounts of detailed medical and technical records relating to public health education.

EXAMPLES OF DUTIES:

1. Performs a number of duties in connection with the operation of health education services as concerned with both office and field activities.

2. Performs receptionist duties; answers telephone, takes messages, screens and transfers calls as necessary; advises the general public, schools, staff and other organizations on health education materials and their availability; picks up, opens and distributes mail to persons concerned; delivers mail and messages as required; composes letters requesting health education materials; maintains files of correspondence, memoranda, reference material, statistical records.

3. Performs other routine office clerical work including keeping of time records, preparing requisitions, filling orders for educational pamphlets and maintaining inventory of office supplies, materials and equipment.

4. Acts as fill-in librarian for the department's film loan library used by various departments, staff, community groups and interested individuals; maintains index of films; makes arrangements and keeps booking of requested films and dates of showings; prepares related reports of film use activity; re-assigns returned films and inspects same as to condition; cleans, repairs and splices when necessary; returns to filing cabinets.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of four years of high school, supplemented by one year experience in general office or clerical work; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires elementary knowledge of: the methods and procedures used in public health education, programs and objectives and the various media of mass communication such as newspapers, radio, television, and graphic art, including modern office procedures and film librarian techniques and procedures.

CLASS TITLE: HEALTH EDUCATION ASSISTANT (continued) CODE: 2820

Requires ability and skill to: assist in conducting health education services; preparing and distributing informational materials in written and graphic form; type at rate of 45 words per minute; catalog and file health education materials.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: Senior Clerk-Typist

From: Original entrance examination  
Junior Clerk  
Junior Clerk-Typist

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR OF HEALTH PROGRAM PLANNING

CODE: 2821

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, directs the development of policy and program planning and evaluation activities for the Dept. of Public Health; assists in overall review, evaluation, development and implementation of programs in assigned areas; and performs related duties as required.

DISTINGUISHING FEATURES:

This one-position class has line responsibility under the Director of Health for directing the development of policy and program planning and evaluation activities for the Dept. of Public Health. The incumbent has supervisory responsibility for the Grants, Policy Development, Planning and Evaluation Units.

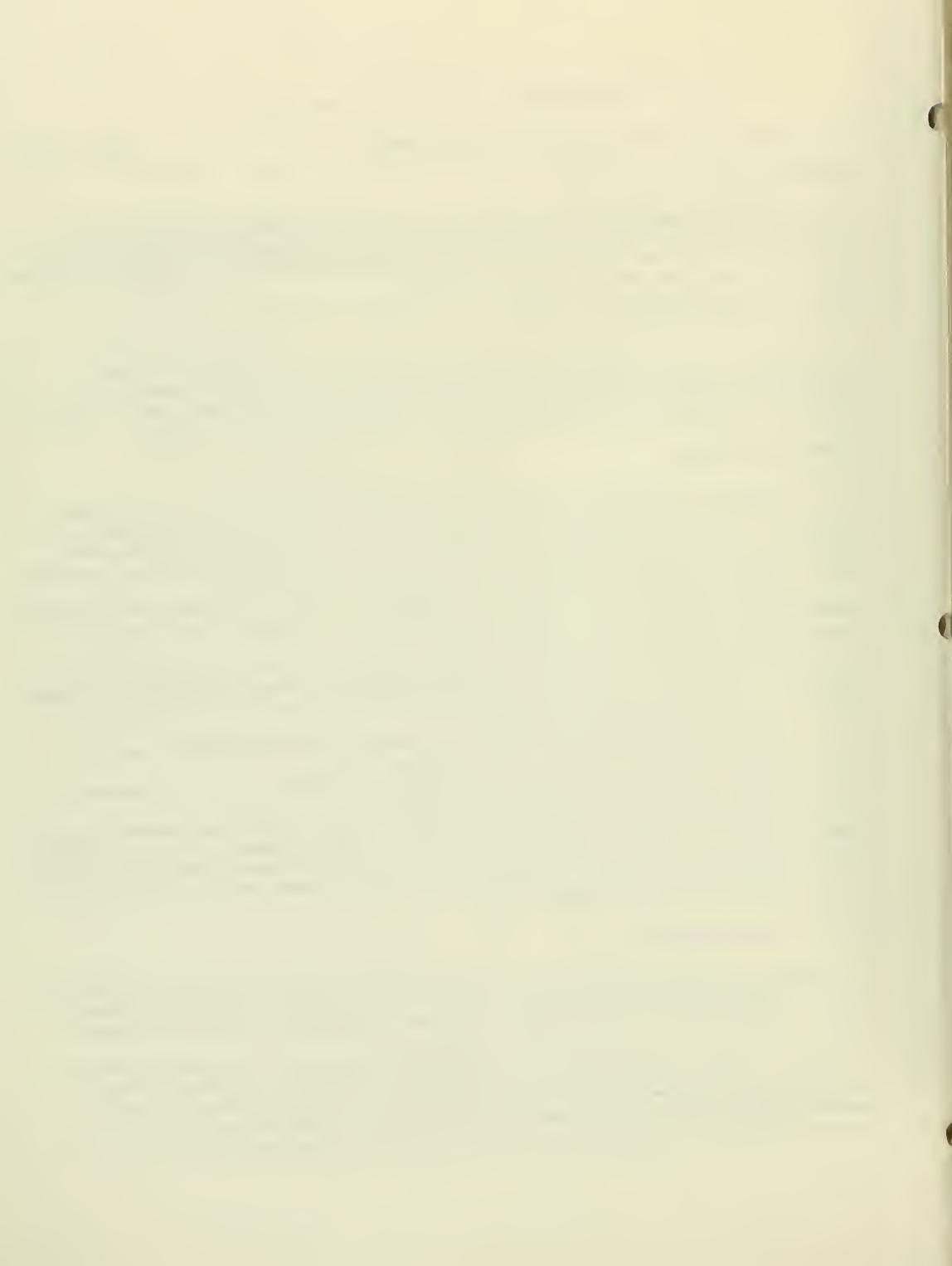
EXAMPLES OF DUTIES:

1. Oversees systematic qualitative and quantitative review of the functioning and effectiveness of programs, facilities, policies and procedures administered by the Dept. of Public Health; provides administrative supervision for the heads of each of the services comprising the Grants, Planning and Evaluation Units; supervises and coordinates planning activities for the Dept. of Public Health.
2. Assesses and determines the need for health services; coordinates and supervises research and evaluation of existing health services; determines effectiveness of services in accordance with assessed needs.
3. Provides innovative leadership and direction in developing new public health programs; directs and coordinates the implementation of planned programmatic changes; serves as consultant on program development to the directors of all public health facilities and major specialty programs.
4. Develops and administers systems for measuring quality assurance and cost effectiveness of clinical programs and treatment modes.
5. Supervises the preparation of the annual State-County plan, the Short-Doyle, Alcohol and Drug Abuse plans and related documents.
6. Represents the Director of Health before federal, state, and regional planning agencies; acts as liaison on program development matters between the Dept. of Public Health and private community agencies; including the department's contract providers.
7. Coordinates department's legislature program in consultation with the Director, Deputy Directors and other senior staff.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree with major course work in public health, public health administration, public administration, business administration, health or mental health sciences or a closely related field.

Requires six years of increasingly responsible experience in planning, research or evaluation for a large public or mental health department or agency; or an equivalent combination of training and experience. A Master's degree in public administration, public health administration, business administration or a closely related field may be substituted for two years of the required experience.



CLASS TITLE: DIRECTOR OF HEALTH PROGRAM PLANNING

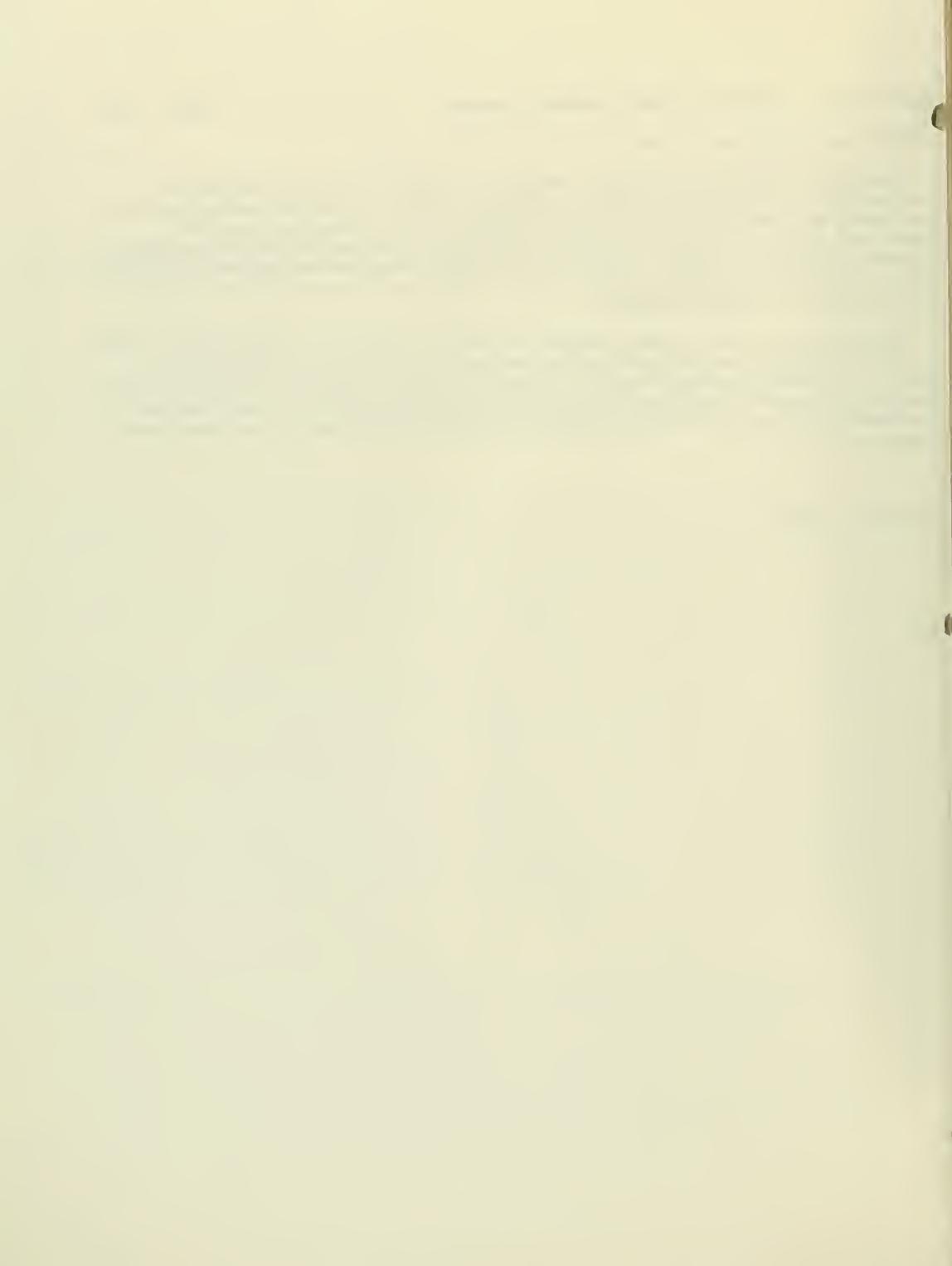
CODE: 2821

MINIMUM QUALIFICATIONS: (cont.)

Knowledge, Abilities and Skills: Requires knowledge of health planning and systems theory; content and interrelationship of public and mental health programs; developing and evaluating complex health program plans; statistical research techniques and applications; fundamentals of data processing; methods of preparing reports; population, social, economic, and staffing trends affecting health services; basic principles of management; and accepted standards for measuring the quality of health services and their delivery.

Requires ability to: gather, analyze, organize, interpret and report data related to health program planning; develop program goals and objectives; anticipate or review and resolve problems related to program planning; speak and write effectively; develop a cooperative relationship with advisory groups; and make clear, concise recommendations for instituting, improving, modifying, deleting or continuing health programs.

ADOPTED: 1-9-84



CLASS TITLE: HEALTH EDUCATOR

CODE: 2822

CHARACTERISTICS OF THE CLASS:

Under direction, supervises various public health education services; plans and conducts special and continuing programs in health education; and performs related duties as required.

Requires responsibility for: carrying out, interpreting, coordinating and enforcing existing policies and methods of public health education; achieving minor economies and preventing losses through the efficient ordering and handling of materials and supplies; making contacts with city employees, representatives of organizations and groups involving presentation, discussion, explanation of policies and rules regarding public health education; directing and supervising the preparation and maintenance of public health educational records, reports and materials.

EXAMPLES OF DUTIES:

1. Acts as health education consultant to departmental divisions; attends staff conferences and advises on means by which programs and objectives can gain community support; prepares written materials, such as pamphlets and radio scripts, and utilizes graphic material, such as posters, to interpret and publicize department services and programs.

2. Works with community organizations to promote interest and support of the objectives and programs of the health department; attends and addresses meetings; acts as advisor to organizations and provides such services as arranging meetings and obtaining speakers; recruits volunteer workers for department programs.

3. Conducts an information service to fill department and community needs; screens published material for acquisition and maintains a stock of pamphlets, leaflets, films, posters and other health education materials for distribution to the public and the department staff; maintains the staff library and acquires references, periodicals and other material of professional interest.

4. Plans, organizes and conducts orientation programs for new employees; assists in setting up in-service training programs; arranges tours and talks for visitors and other persons interested in the department's functions and programs.

5. Confers with supervisors regarding assignments, problems and progress; attends staff meetings; prepares reports.

6. Keeps informed of current trends in public health, the work of other agencies, community relations; represents the health department in professional and community affairs.

7. Assists school administrators, teachers and nurses in developing adequate health education programs and curricula.

8. Assists in making statistical studies to determine effectiveness of programs; maintains close working relationships with official and voluntary agencies.

CLASS TITLE: HEALTH EDUCATOR (continued)

CODE: 2822

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of graduate study in public health education and possession of the master's degree.

Requires one year of experience in public health education; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of: public health education including techniques and materials used; public health functions, programs and objectives of health department and related agencies; communicable diseases and other areas within the scope of public health; community structure, public relations and methods of group development; techniques and media of mass communications such as newspaper . radio, television and graphic arts; modern office procedures.

Requires ability and skill to: plan and conduct health education programs; work with community groups; provide assistance to private and public agencies in developing and accomplishing health education programs; develop and maintain cooperative relationships with lay and professional persons; develop informational material in written and graphic form; speak and write clearly and effectively, adapting the presentation of material to the group addressed and the media used; plan and conduct public meetings and conferences; use journalistic principles and methods in preparing subject matter in the promotion of public health education.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: Chief, Bureau of Health Education

From: Original entrance examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CHIEF, BUREAU OF HEALTH EDUCATION

CODE: 2824

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, formulates and administers a public health education program designed to include all phases of modern public health concepts; and performs related duties as required.

Requires responsibility for: originating, interpreting, coordinating and enforcing existing policies and methods of public health education; achieving moderate economies and preventing losses through the efficient ordering and handling of materials and supplies; making contacts with city employees, representatives of organizations and groups involving presentation, discussion and explanation of policies and rules regarding public health education; directing and approving records, reports and materials.

EXAMPLES OF DUTIES:

1. Plans, organizes and directs a program of educational and informational activities for the department of public health as part of a city-wide public health education program; directs a staff of public health educators and clerical personnel.

2. Directs and participates in the preparation and dissemination of health education material through such media as newspaper articles, pamphlets, bulletins, reports, radio broadcasts, lectures, exhibits, posters, films and other audio visual materials.

3. Plans, organizes and arranges meetings of professional staff on matters pertaining to the public health department programs and services; provides consultation and training on methods of adult education and public health education for personnel of the department, hospitals and other groups and agencies; provides technical educational advice and assistance to other divisions in planning for and developing the health education aspects of the various services.

4. Represents the department and hospitals in matters related to public health education and assists in establishing and maintaining close working relationships among all agencies that provide health education activities.

5. Supervises the operation and maintenance of the film library; conducts film previews.

6. Directs the preparation of the division of health education budget, showing justification for requested appropriations; administers the approved budget for the division and controls expenditures.

7. Confers with teachers, school administrators and other personnel of schools and teacher-training institutions concerning the development of the public health education aspects of school programs and serves as advisor to the staff on school health education matters.

8. Supervises and participates in the establishment of reference files of public health education materials for use by the department, and community agencies and for providing information in answering requests on public health education.

CLASS TITLE: CHIEF, BUREAU OF HEALTH EDUCATION  
(continued)

CODE: 2824

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of graduate study in public health education and possession of the master's degree.

Requires at least five years of increasingly responsible experience as a health educator; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: public health education, including techniques and materials used; public health functions, programs and objectives of the health department and related agencies; communicable diseases and other areas within the scope of public health; community structure, public relations and methods of group development, techniques and media of mass communications such as newspapers, radio, television and graphic arts; modern office procedures.

Requires ability and skill to: plan and conduct health education programs; work with community groups, private and public agencies in developing and accomplishing health education programs; develop and maintain cooperative relationships with lay and professional persons; develop informational material in written and graphic form; speak and write clearly and effectively, adapting the presentation of material to the group addressed and the media used; plan and conduct public meetings and conferences.

License: Requires possession of a valid state motor vehicle operator's license.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Health Educator

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SENIOR HEALTH EDUCATOR

CODE: 2825

CHARACTERISTICS OF THE CLASS:

Under general direction, initiates, plans, coordinates, implements and evaluates citywide health promotion and education programs for the Department of Public Health; supervises subordinates engaged in health promotion and education activities; develops and evaluates in-service training programs; keeps informed of pertinent local, state, and federal programs and legislation; and performs related duties as required.

DISTINGUISHING FEATURES:

This classification reports directly to a manager of a health bureau or office and is the third level in the Health Education series. The Senior Health Educator differs from Health Educator and Mental Health Educator in that the former has responsibility for citywide health promotion and education projects, department-wide training and evaluation activities, and supervision of employees in the latter classifications. This class is distinguished from the Chief, Bureau of Health Education, Department of Public Health, in that the latter has overall administrative responsibility for the department's citywide health information program. It is distinguished from the Manager, Office of Health and Safety, in that the latter has administrative responsibility for environmental health and occupational safety services within a large department.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Supervises subordinate Health Educators, Mental Health Educators and Assistant Health Educators engaged in health promotion and education activities within the Department of Public Health; initiates, plans, coordinates, implements and evaluates all citywide health education projects, such as Health Hazard Appraisal, Accident Prevention Campaign, Health Fairs, etc.
2. Develops and evaluates in-service training programs for the Bureau of Health Promotion and Education as well as other health department personnel; acts as liaison and maintains a cooperative relationship with other Bay Area agencies engaged in health promotion and education activities.
3. Keeps abreast of local, state and federal health promotion and education programs and legislation; prepares grants and proposals to enhance the activities of the Bureau.
4. In large departments, and under general direction of the Manager, Office of Health and Safety, develops and implements comprehensive departmental occupational health and safety education and training programs.

DOCUMENTS RECEIVED

FEB 5 1993

SAN FRANCISCO  
PUBLIC LIBRARY

CLASS TITLE: SENIOR HEALTH EDUCATOR

CODE: 2825

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars.... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Considerable knowledge of public health education and public health programs; community structure and public relations.

Ability and skill to: Effectively supervise subordinate staff, plan programs and write grants, and develop training and education programs.

ADOPTED: 10-20-80

AMENDED: 1-4-93

#4343c

SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDED)

CLASS TITLE: PUBLIC HEALTH NURSE

CODE: 2830

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs public health nursing duties in schools, clinics, health centers and individual homes; teaches general hygiene and disease prevention methods; assists in the prevention of communicable diseases; and performs related duties as required.

Requires responsibility for: Carrying out, interpreting and enforcing existing policies, methods and procedures with reference to public health nursing activities; achieving moderate economies and/or preventing moderate losses through efficient handling of equipment, material and supplies; making regular contacts with the general public, persons in other departments or outside organizations, for furnishing or obtaining information or making explanations of specialized matters; gathering, preparing and maintaining operation, statistical and case record data concerning various aspects of public health nursing.

DISTINGUISHING FEATURES:

This class is the journeyman level of public health nurse; employees are certified both as Registered Nurses and Public Health Nurses and perform public health nursing services requiring professional skill, knowledge of the community and its resources, independent judgment and initiative. Supervision is received from the next higher class, 2832 Supervising Public Health Nurse, and involves review of completed work, regular conferences and discussions of problem cases.

EXAMPLES OF DUTIES:

1. Performs direct public health nursing services to school children by administering first-aid, caring for illnesses and inspecting for communicable and infectious diseases; maintains current and follow-up case records for individual pupils relating to problems concerned with heart, chest, eye, nose and throat conditions; also, hearing and orthopedic handicaps; maintains continuous nursing supervision of such student cases including home visitations.

2. Arranges and makes preparations for physical examination of school children; selects children for physical examination; arranges examining room and assists examining physician; refers students for professional care as indicated; follows up referrals.

3. Arranges and makes preparations for administering tuberculin testing program in schools; selects students for testing; assists physicians in administering tests; follows up cases as necessary; maintains related student records.

4. Renders public health nursing services in the field of maternal and child health; conducts home visits to expectant mothers in assigned district; interprets medical orders and assists mothers; explains nutritional needs, hygiene and safety measures; advises mothers after delivery to give postpartum care and explains how to obtain emergency medical assistance; inspects and observes physical condition and development of newborn infants and assists new mothers with the care of the infants.

5. Renders direct nursing service to aged, infirm, chronically ill, mentally ill and emotionally disturbed individuals or families in the assigned district; obtains medical care as needed; refers cases to appropriate welfare and social agencies; maintains supervision of cases and keeps appropriate records of nursing and other services rendered.

6. Renders nursing services and care in connection with tuberculosis control; interviews tuberculosis cases and those suspected of active tuberculosis in their homes, in the assigned district or at the district health center; interprets medical advice in regard to care and treatment and instructs patients to assist

CLASS TITLE: PUBLIC HEALTH NURSE

CODE: 2830

EXAMPLES OF DUTIES: (contd)

themselves; refers patients and families to proper agency for financial assistance, casework service, as found necessary; maintains related case records of visits and services rendered and makes such information available to medical and administrative staff.

7. Prepares and maintains individual case records of patients and cases in family folders; uses related forms for referrals, consent reports, narrative and statistical records and for other purposes; prepares various statistical information such as clinic attendance, tests and immunizations given and other pertinent records.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a baccalaureate program accredited by the National League for Nursing, with major course work in public health nursing.

Knowledge, Abilities and Skills: Requires good working knowledge of: Modern nursing techniques and principles of public health nursing; resources available to persons in need of health services; effects of illness on individuals and on home environmental conditions.

Requires ability and skill to: Work with the general public; plan, organize and execute public health nursing routines on own initiative and responsibility; prepare and maintain related professional and technical reports and case histories.

License: Requires possession of a valid license as a registered nurse, issued by the State Board of Nursing Education and Nurse Registration; a certificate as a Public Health Nurse, issued by the State Department of Public Health; a health and development credential or standard designated services credential in health issued by the State Department of Education.

PROMOTIVE LINES:

To : 2832 Supervising Public Health Nurse

From: Original entrance examination

AMENDED: 10/6/69

SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDED)

CLASS TITLE: SUPERVISING PUBLIC HEALTH NURSE

CODE: 2832

CHARACTERISTICS OF THE CLASS:

Under direction, supervises the work of a group of Public Health Nurses in an assigned district; plans individual case work loads and reviews performance to insure high quality of service; trains staff personnel for conformance to established policies, methods and procedures; prepares periodic statistical and narrative operating reports; and performs related duties as required.

Requires responsibility for: Carrying out, developing, interpreting, coordinating and enforcing existing policies, methods and procedures for public health nursing within an assigned district; achieving economies and/or preventing losses through efficient assignment and supervision of staff and enforcing the proper handling of equipment, materials and supplies; making regular contacts with the general public, persons in other departments or representatives of outside organizations, for furnishing or obtaining information and explaining specialized matters and procedures; gathering, checking and reviewing important detailed technical, medical, operating and statistical data, reports and case records.

DISTINGUISHING FEATURES:

The class of 2832 Supervising Public Health Nurse differs from class 2830 Public Health Nurse in that this class is the first supervisory level in the public health nursing series; employees in this class are required to develop the professional skills of the Public Health Nurses in an assigned district in order to maintain nursing service standards and conformity to department policy; supervision is received from class 2833 Public Health Nurse Administrator and involves review of case records and consultation on daily operational problems.

EXAMPLES OF DUTIES:

1. Supervises and coordinates the work of a number of Public Health Nurses and auxiliary office and clerical personnel in an assigned area of service; maintains liaison between medical, nursing and social work services at hospitals, health centers, and various public health departments where specific services are rendered.
2. Gives in-service training; prepares task lists and detailed procedures for work performance; evaluates performance of individuals; assists or participates in their duties; prepares and submits evaluations of individual performance; gives direct advice and consultation to individual staff nurses in specialized and generalized service; defines objectives and principles of public health nursing care; assists nurses in developing skills and managing their respective case loads.
3. Supervises the compilation and preparation of monthly and annual narrative and statistical reports of nursing services and case loads and other pertinent information.
4. Attends and participates in meetings and conferences with other Supervising Public Health Nurses, District Medical Officers and Administrative Public Health Nurses, District Medical Officers and administrative personnel; also with community and educational organizations and representatives.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a baccalaureate program accredited by the National League for Nursing, with major course work in Public Health Nursing. Requires at least three years of experience in generalized Public Health Nursing; or an equivalent combination of training and experience.

CLASS TITLE: SUPERVISING PUBLIC HEALTH NURSE

CODE: 2832

MINIMUM QUALIFICATIONS: (contd)

Knowledge, Abilities and Skills: Requires thorough knowledge of: The organization, administration and supervision of Public Health Nursing programs; modern principles and practices of nursing supervision; national and local organizations dealing with general public health and welfare and of Federal, State and local legislation applicable to these general fields.

Requires ability and skill to: Plan, organize, assign, supervise, inspect and evaluate work of subordinates; exercise good judgment in making decisions and in developing and maintaining satisfactory working relationships with staff, professional and community groups.

License: Requires possession of a valid license as a Registered Nurse issued by the State Board of Nursing Education and Nurse Registration; a certificate as a Public Health Nurse issued by the State Department of Public Health; a health and development credential or standard designated services credential in health issued by the State Department of Education.

PROMOTIVE LINES:

To : 2833 Public Health Nurse Administrator  
2848 Educational Director, Public Health Nursing

From: 2830 Public Health Nurse

Amended: 10/6/69

SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDED)

CLASS TITLE: PUBLIC HEALTH NURSE ADMINISTRATOR

CODE: 2833

CHARACTERISTICS OF THE CLASS:

Under direction, administers a comprehensive program of public health nursing activities in a major public health district of the City or assists in the administration of City-wide specialized programs of public health nursing services; assists in the coordination of the public health nursing activities of the department with those of outside agencies, community organizations and the Federal and State governments; plans, organizes and directs the work of a group of subordinate public health nursing personnel of considerable size; and performs related duties as required.

Requires responsibility for: Interpreting, enforcing and carrying out public health nursing policies and procedures; making continuous responsible contacts with representatives of outside organizations, departmental personnel and with the general public; reviews a variety of operational reports and records and directs the maintenance of files of such records; directs the preparation of reports on the public health nursing activities within the district.

DISTINGUISHING FEATURES:

The class of 2833 Public Health Nurse Administrator differs from class 2832 Supervising Public Health Nurse in that employees in this class exercise supervision over all subordinate public health nurses assigned to a public health district; supervision is received from 2836 Director of Public Health Nursing; and involves periodic conferences and discussions regarding policies and problems of administration.

EXAMPLES OF DUTIES:

1. Assists in the administration of public health nursing services within an assigned public health district; reviews staff reports and other operating records in order to evaluate the effectiveness of the programs; reports to superiors on the effectiveness of the program and makes recommendations regarding improvements, deletions, or expansion of the program; submits budget estimates for the public health nursing program of the district.

2. Evaluates the effectiveness of the program in terms of staffing and makes recommendations on assignment of personnel; confers with subordinate supervisory personnel to discuss and solve problems encountered in the program administration; explains and clarifies departmental and district policies and procedures as well as inaugurating and implementing new activities in subprograms.

3. Evaluates the performance of subordinate supervisory nursing personnel and that of their subordinates; works toward a general program of staff development; establishes and enforces performance standards.

4. Reviews the work of subordinates, assisting them in the disposition of more difficult cases; reviews evaluations made by subordinates in order to make determinations regarding the effectiveness of such decisions; may accompany nurses on field or clinic visits; develops manuals of procedures for public health nursing personnel.

5. Participates in community programs related to public health or welfare; promotes and provides interpretations of public health nursing to community organizations or other groups; coordinates activities of district public health nursing program with those of other community agencies, both public and private.

6. Assists in the administration of the City-wide public health nursing services in specialized programs.

CLASS TITLE: PUBLIC HEALTH NURSE ADMINISTRATOR

CODE: 2833

EXAMPLES OF DUTIES: (contd)

7. Provides assistance to the Director of Public Health Nursing in the assignment of professional staff members; makes recommendations to superiors for modifications of existing programs and for the provision of new specialized services; submits departmental budget estimates with respect to specialized public health nursing services and submits reports on the activities in specialized nursing areas.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a baccalaureate program accredited by the National League for Nursing, with major course work in public health nursing, supplemented by completion of a masters program in public health or public health nursing administration approved by the National League for Nursing or American Public Health Association.

Requires at least five years of public health nursing experience, at least two years of which shall have been at the supervisory or administrative level or some equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of: The principles, practices and objectives of public health and public health nursing administration with application to specific diseases and social conditions, including a knowledge of the principles of professional nursing techniques; local conditions relating directly to the principles of the public health nursing program; available resources of the community; Federal, State and local laws and ordinances applicable to the public health nursing program.

Requires ability to: Plan, organize and assign the work of a group of subordinate nurses in a large geographical area of the City; establish and maintain effective relationships with representatives of news media, outside agencies and community organizations.

License: Requires possession of a valid license as a registered nurse issued by the State Board of Nursing Education and Nurse Registration; a certificate as a Public Health Nurse issued by the State Department of Public Health.

PROMOTIVE LINES:

To : 2836 Director of Public Health Nursing

From: 2832 Supervising Public Health Nurse  
2848 Educational Director, Public Health Nursing

AMENDED: 10/6/69

SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDED)

CLASS TITLE: DIRECTOR OF PUBLIC HEALTH NURSING

CODE: 2836

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans, organizes and directs the complete program of public health nursing activities and services, and provides professional supervision through subordinate administrative and supervisory personnel; formulates and activates major policies, practices, standards and procedures, assigns professional personnel to various divisions, functions and services; reviews the work of supervisory personnel; plans and conducts educational training programs; and performs related duties as required.

Requires major responsibility for: Coordinating, approving and executing policies, methods and procedures affecting all units of organization of public health nursing activities and services; achieving widespread economies and/or preventing widespread losses through efficient management of all organization units, activities and services, including budgetary control and judicious accounting for expenditures within budgetary appropriations; making continuing contacts with subordinate supervisors, employees, representatives of outside organizations and groups involving discussion, explanation and interpretation of policies, rules and regulations and services; directing the preparation, approval, review and maintenance of important records and reports affecting all administrative, supervisory and operational units and specialized technical, nursing, medical and statistical records.

EXAMPLES OF DUTIES:

1. Organizes, plans and directs the overall public health nursing program of activities and services; participates in the formulation of general policies and interprets these to subordinate administrative and supervisory staffs.
2. In conjunction with medical program administrators, participates in planning nursing services through a number of individual district health centers, schools and various diagnostic and treatment clinics.
3. Conducts administrative staff meetings with public health nurse administrators, educational directors and supervising nurses at regular intervals.
4. Participates in recruiting and interviewing applicants for public health nursing positions; evaluates performance and recommends action for new employees during probationary periods.
5. Visits health centers at intervals; conducts individual conferences with supervisory personnel; develops and implements plans for guidance and development of public health nurses in cooperation with the public health nurse administrators, educational director, supervising nurses, district medical officers and medical program supervisors; participates in in-service training of new staff members.
6. Prepares annual budget estimates for personnel and nonpersonnel needs of the complete public health nursing program; subsequently administers expenditures within the approved budgetary appropriations.
7. Prepares annual statistical and narrative report of public health nursing program, services and accomplishments.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a baccalaureate program accredited by the National League for Nursing, with major course work in general public health nursing, supplemented by completion of a masters program in public health or in public health nursing administration approved by the National League for Nursing or American Public Health Association.

CLASS TITLE: DIRECTOR OF PUBLIC HEALTH NURSING

CODE: 2836

MINIMUM QUALIFICATIONS: (contd)

Requires seven years of public health nursing experience, at least five years of which shall have been in a progressively important supervisory capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires thorough knowledge of: The organization, administration and supervision of public health nursing programs; modern principles and practices of nursing supervision; national and local organizations dealing with general public health and welfare; Federal, State and local legislation applicable to these general fields.

Requires ability and skill to: Plan, organize, assign, supervise, inspect and evaluate work of subordinates; exercise good judgment in making decisions, develop and maintain satisfactory working relationships with staff and professional and community groups; teach others and delegate authority; speak and write effectively; efficiently organize, administer and supervise complete nursing programs, activities and personnel.

License: Requires possession of a valid license as a registered nurse issued by the State Board of Nursing Education and Nurse Registration; a certificate as a public health nurse issued by the State Department of Public Health.

PROMOTIVE LINES:

To : No normal lines of promotion

From: 2833 Public Health Nurse Administrator  
2848 Educational Director, Public Health Nursing

AMENDED: 10/6/69

CLASS TITLE: CRIPPLED CHILDREN SERVICES SUPERVISOR

CODE: 2844

CHARACTERISTICS OF THE CLASS:

Under general direction, is responsible for carrying out and interpreting administrative decisions and program details for the various activities and services pertaining to crippled children to assure that the processing of individual cases and the interpretations of the program operate smoothly and effectively; directly supervises related office and clerical personnel; and performs related duties as required.

Requires responsibility for: carrying out, interpreting, coordinating, and enforcing existing policies, methods and procedures applying to crippled children's activities and services; achieving considerable economies and/or preventing considerable losses through efficient supervision of the various aspects of the program; making regular contacts regarding situations requiring meeting and dealing with physicians, nurses, other departments and representatives of public agencies and community organizations; preparation, review and approval of important operational, financial, medical and technical records. Nature of work involves normal physical effort and manual dexterity with little or no exposure to accident or health hazards or disagreeable elements.

EXAMPLES OF DUTIES:

1. Performs a number of administrative and supervisory duties in interpreting and implementing the program for assistance to crippled children under the established general policies of the health department and under the direction of the director, bureau of maternal and child health.

2. Directly supervises the office and clerical personnel assigned to the program; assigns work to staff; assigns and instructs employees as to specific procedures; analyzes existing clerical procedures and makes necessary revisions in order to establish and maintain uniform practices; participates in preparation and compilation of manual of procedure; instructs workers in the use of the manual and related forms; interprets requirements, as necessary.

3. Analyzes individual case reports for surveys of statistical, medical, legal and other pertinent information; refers to appropriate clerk or social worker to obtain additional data; personally ascertains missing records; personally contacts physicians, hospitals, social workers, community agencies, families, public health physicians, attorneys, educators, and others, as needed in order to clarify medical and social needs for children; makes final conclusions and decisions based on all sources of information and prepares written instructions to appropriate worker on basis of individual child's need.

4. Carries on a community education program in relation to availability of crippled children services; confers with administrators, medical officers and supervising public health nurses for opportunities to present the program to their respective staffs; participates in community meetings, staff meetings and employee orientation programs; attends medical conferences, nursing conferences and other similar meetings to improve own knowledge of crippled children's services; attempts to create understanding and good will among physicians, hospitals and various agencies through personal contact.

CLASS TITLE: CRIPPLED CHILDREN SERVICES  
SUPERVISOR (continued)

CODE: 2844

5. Analyzes statistics regarding current cases, new cases, closed cases; sets up special studies, as needed in order to analyze working habits, work procedures and individual worker case records; analyzes periodic reports to the state to obtain comparative costs for various services as well as total expenditures for crippled children's services.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in medical care administration, social welfare or public health nursing.

Requires at least two years of experience in medical care administration or administration of a related aspect of a large public health program, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires special knowledge of medical care administration and modern office and clerical procedures.

Requires ability and skill to: implement various aspects of crippled children's activities and services; coordinate various aspects of crippled children's services with other child care activities at the supervisory level and with other public agencies and civic organizations; follow through on various projects in an efficient manner.

PROMOTIVE LINES:

To: Assistant Director of public health nursing.

From: Public Health Nurse.

Original entrance examination.

Student Health Advisor.

68k  
1/176

- Class Spec...

CIVIL SERVICE COMMISSION OF SAN FRANCISCO

CLASS TITLE: NUTRITIONIST

CODE: 2846

CHARACTERISTICS OF THE CLASS:

Under direction, serves as a staff consultant on matters of nutrition; provides such consultation directly to individuals or families with nutritional problems; and performs related duties as required.

DISTINGUISHING FEATURES:

Employees in this class provide nutritional counseling to individuals, families, and groups and serve as consultants to other department personnel on matters of nutrition. This class is distinguished from dietitian in that the latter develops and plans special diets for patients and supervises food service and handling, whereas the Nutritionist develops policies, coordinates educational programs and participates in nutritional research.

EXAMPLES OF DUTIES:

1. Serves as consultant to the staff of the department on the technical and practical aspects of the department's nutritional program and activities.
2. Provides appropriate consultations to individuals and families as indicated, to successfully cope with nutritional problems associated with cleft palate, cerebral palsy, severe burns, severe mal-occlusion, accident cases, mental retardation, pre-natal nutrition, under-nourishment or over-nourishment, the transition from a foreign to an American diet, aging and other nutritional problems.
3. Participates in the development, coordinating and technical accuracy of the department's nutrition program.
4. Plans, arranges for and conducts nutritional education programs by means of demonstration and discussions for select groups, such as diabetics, foreign born, cardiac patients, senior citizens and other special groups.
5. Participates in research activities to determine the relationship of proper nutrition to certain medical problems, such as pre-maturity, still-births and other medical problems.
6. Develops and conducts educational programs in good nutrition for Senior Citizens.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university, with a baccalaureate degree, supplemented by completion of a program leading to a master's degree, with major course work in nutrition, including courses in public health.

Requires at least two years of experience in educational programs or services in the field of community nutrition; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of: the principles and practices of modern nutrition; foods and their relationship to normal and therapeutic diets; food values, costs and food budgeting.

CLASS TITLE: NUTRITIONIST

CODE: 2846

Requires skill and ability to apply modern nutritional principles and practices to practical nutritional problems.

PROMOTIVE LINES:

TO: Chief Dietitian

FROM: Dietitian      From: Original Entrance Examination

ADOPTED: 3-29-62

AMENDED: 6-7-76

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PUBLIC HEALTH NURSING CONSULTANT

CODE: 2847

CHARACTERISTICS OF THE CLASS:

Under general direction, provides education, information and consultation to the public health nursing staff in the area of specialty which may include Maternal and Child Health, Adult Health and Chronic Illness, Mental Health and Occupational Health or others; and performs related duties as required.

Requires responsibility for: assisting in formulating policy for establishing teaching methods for implementing the goals of the specialized program; interpreting specific areas of need in specialized programs; keeping abreast of current practices and trends in the specialty area and preparing clear and concise reports.

EXAMPLES OF DUTIES:

1. Provides consultation, information and education to public health nurses in the area of specialty.
2. Co-operates with the Program Director and other health department personnel in planning, developing and implementing specialized public health programs.
3. Assists in planning in-service education programs for public health nurses.
4. Determines need for and participates in the preparation of procedural manuals.
5. Describes the procedures and goals of the specialized program to Department of Public Health personnel and other co-operating agencies.
6. Assists in conducting surveys and studies of the problems relating to the specialized program.
7. Analyzes current trends and practices for applicability to the specialized program.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree with major course work in public health nursing, supplemented by a master's degree in Public Health, Nursing, or area of specialty.

Requires at least five years in public health nursing, of which two years shall have been in a supervisory and/or teaching capacity or two years' experience in the specialty; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires thorough knowledge of: modern public health nursing techniques, as applied to the area of specialty.

Requires ability to: organize specialized programs in conjunction with other bureaus in the department and participating agencies of the community.

License: Requires possession of valid certificates as: a registered nurse issued by the State Board of Nursing Examiners; a public health nurse issued by the State Department of Public Health.

CLASS TITLE: PUBLIC HEALTH NURSING CONSULTANT  
(Continued)

CODE: 2847

PROMOTIVE LINES:

To: No normal lines of promotion

From: Original entrance examination

ADOPTED: 7/1/65

SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDED)

CLASS TITLE: EDUCATIONAL DIRECTOR, PUBLIC HEALTH NURSING

CODE: 2848

CHARACTERISTICS OF THE CLASS:

Under general direction, develops, plans, organizes and administers the overall educational program of the bureau of public health nursing and the orientation of new public health nurses; assists in the preparation and maintenance of procedure manuals; assists with the development of community resources for teaching purposes; and performs related duties as required.

Requires major responsibility for: Developing, coordinating, originating and executing the overall educational program for public health nursing; achieving major economies and/or preventing major losses through efficient organization and administration of the educational program; preparing, reviewing, approving and maintaining numerous detailed records and reports.

EXAMPLES OF DUTIES:

1. In cooperation with other health department personnel, plans, organizes, develops and participates in the orientation and in-service training program for new staff public health nurses; develops and participates in staff educational programs; develops and reviews policy and procedure manuals.

2. Cooperates with outside educational institutions in developing, conducting, and evaluating training programs for graduate and student nurses; interprets Health Department policies and procedures; conducts educational conferences with students; meets with supervisors and staff nurses to discuss educational programs and field training experiences; meets with instructors, students and supervising public health nurses and staff nurses to evaluate the student educational program.

3. Works with health educator and Director of Public Health in reviewing and approving various pamphlets, booklets and other reading materials; supervises maintenance of the public health nursing libraries; reviews nursing text books prior to purchase for instructional uses; obtains various educational materials for use by staff.

4. Assists in preparation of annual budgetary estimates and supporting data; subsequently assists in controlling expenditures within limits of budgetary appropriations.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a baccalaureate program accredited by the National League for Nursing, with major course work in public health nursing, supplemented by completion of a master program in public health or a related area of nursing approved by the National League for Nursing or American Public Health Association.

Requires at least five years of experience in a generalized public health nursing program, at least two years of which shall have been at the supervisory or administrative level in teaching, consulting or a related capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of: Modern public nursing techniques and educational methods involving technical and practical health training of nurses and student nurses.

Requires ability and skill to work with the general public; plan, organize, and execute a public health nursing education program on own initiative and responsibility.

CLASS TITLE: EDUCATIONAL DIRECTOR, PUBLIC HEALTH NURSING

CODE: 2848

MINIMUM QUALIFICATIONS: (contd)

License: Requires possession of a valid license as a registered nurse issued by the State Board of Nursing Education and Nurse Registration; a certificate as a public health nurse issued by the State Department of Public Health.

PROMOTIVE LINES:

To : 2836 Director of Public Health Nursing  
2833 Public Health Nurse Administrator

From: Original Entrance Examination  
2832 Supervising Public Health Nurse

AMENDED: 10/6/69

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR OF NUTRITION SERVICES, DPH

CODE: 2850

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, organizes, and coordinates all nutrition services within the Department of Public Health, including administration of a program providing professional, educational, and consultative services to improve the nutritional attitudes, knowledges and practices in the community; and performs related duties as required. This includes conducting needs assessments, planning resource acquisition, utilization and distribution; establishing goals and objectives for a city-wide nutrition program; developing and implementing policies and procedures in accordance with federal and state regulations and guidelines; and developing and maintaining administrative systems.

DISTINGUISHING FEATURES:

This single-position class directs and coordinates all nutrition services within the Department of Public Health, under general administrative direction of the Deputy Director of Health Services, administers the WIC Program through subordinate staff, and coordinates department wide nutrition services through the assigned Hospital Administrators, Primary Care Center Directors or their designees.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Develops and administers a plan for department wide nutrition services including outpatient nutrition services and the WIC program; this includes staffing a Department of Public Health outpatient nutrition committee to coordinate services across programs; directly supervising the subordinate staff for WIC and administering all nutrition services of WIC program sites not in a Primary Care Clinical; and monitoring compliance with Federal and State regulations and guidelines such as the WIC guidelines, in cooperation with Primary Care Center Directors.

2. May direct studies or surveys, gather and analyze statistical data relative to such matters as the eating patterns of various socio-economic and other groups, the incidence and severity of problems identified with poor nutrition, food prices, and other related factors.

3. Prepares, justifies and administers the budget for the Women, Infants and Children's Supplemental Food Program and other segments of the nutrition program.

4. Provides professional input to the selection, training and evaluation of Program Personnel; formulates expectations and standards for Nutritionist Aides and Nutritionists.

5. Provides consultation to Health Department staff and to other departments concerned with nutrition; may provide consultation, assistance, and nutrition education to other facilities.

6. Oversees the preparation and conduct of nutritional education programs for agency staff, employees funded by other agencies and community groups; may arrange for the dissemination of nutrition informational aids, articles and similar materials to staff and community groups.

## EXAMPLES OF DUTIES: (Cont.)

7. Provides liaison to public and private medical providers to promote patient referrals; coordinates program activities with health centers, hospital and other health providers, as well as allied maternal and child health programs; provides information and assistance to outside organizations, and serves as liaison to governmental institutions, community organizations and other groups concerned with nutrition issues.

8. Prepares administrative and professional reports; writes grants; negotiates and implements contracts.

## QUALIFICATIONS:

"The examination announcement shall provide the qualifications... and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Comprehensive knowledge of: principles and practices of nutrition including nutritional requirements for diverse age, cultural, and socio-economic groups; accepted educational, administrative and supervisory methods and techniques.

Ability to: develop and direct programs and services in public health nutrition; establish and implement policies and procedures to attain public health nutrition goals; evaluate nutritional services and standards; develop program budgets; establish and maintain effective relationships with representatives of community groups and other agencies; negotiate and implement contracts; write reports and grants; and deliver direct clinical nutritional services as needed.

Requires qualifications as specified in federal regulations governing the WIC program.

ADOPTED: 9/18/88

RETITLED AND AMENDED: 8/17/92

#4318c

CLASS TITLE: CHIEF, DIVISION OF VENEREAL DISEASE CONTROL CODE: 2854

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, exercises responsibility for organizing and carrying out the venereal disease control program; acts as consultant for private physicians and other agencies; reviews disposition of venereal disease cases; makes recommendations to the nursing service on venereal disease matters; reviews physicians' reports for accuracy and completeness; and performs related duties as required.

Requires major responsibility for: coordinating and executing established policies, methods and procedures in connection with the entire venereal disease control program; achieving major economies and/or preventing major losses through enforcement of efficient diagnostic, laboratory and treatment procedures as well as the economical handling of equipment, materials and supplies; making regular contacts involving meeting and dealing with persons, requiring explanation and interpretation of specialized matters and obtaining desired cooperation and action; directing the compilation and maintenance of important technical, medical and statistical and case records largely of a confidential and personal nature. Administrative nature of duties requires normal physical effort and manual dexterity with frequent exposure to health hazards and very disagreeable elements.

EXAMPLES OF DUTIES:

1. Organizes, directs and supervises the activities, personnel, methods and procedures of the venereal disease division; plans and directs all venereal disease programs.
2. Conducts staff meetings; prepares physician work schedules; instructs new physicians in venereal disease diagnosis, treatment, laboratory and other procedures; participates in orientation of assigned personnel to their respective duties; lectures to, and instructs nursing students; acts as specialist-consultant in venereal disease control for professional and lay personnel.
3. Prepares the annual venereal disease budget estimates and related programs for personal and non-personal services; subsequently controls expenditures within approved budgetary allotments.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of medical school, with an M.D. degree, supplemented by specialized training in venereal disease control.

Requires at least five years of experience in venereal disease diagnosis, treatment and control in a large public health organization, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of fundamental sciences underlying the practice of medicine with special emphasis on venereal diseases, established public health rules, regulations, methods and procedures applicable to venereal disease control.

CLASS TITLE: CHIEF, DIVISION OF VENEREAL DISEASE CONTROL CODE: 2854  
(continued)

Requires ability and skill to: plan, organize, assign, and direct and evaluate the work of professional, medical, nursing, and auxiliary personnel; work effectively with private physicians; speak effectively before various groups and civic organizations in furthering the public interest and recognition and importance of public health venereal disease control.

License: Requires possession of a license to practice medicine issued by the state board of medical examiners.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Original entrance examination

CLASS TITLE: CHIEF, DIVISION OF TUBERCULOSIS CONTROL

CODE: 2858

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, exercises complete responsibility for the organization, direction, and supervision of the activities of the division of tuberculosis control; carries out established policies and programs; coordinates various services to patients; and performs related duties as required.

Requires major responsibility for: coordinating and executing established policies, methods and procedures in connection with the entire division program; achieving major economics and/or preventing major losses through the enforcement of efficient diagnostic, laboratory and treatment procedures as well as the economical handling of equipment, materials and supplies; making regular contacts involving meeting and dealing with persons requiring explanation and interpretation of specialized matters and obtaining desired cooperation and action; directing the compilation and maintenance of important technical, medical, statistical and case records. Administrative nature of duties requires normal physical effort and manual dexterity with some exposure to health hazards and disagreeable elements.

EXAMPLES OF DUTIES:

1. Supervises the activities of personnel engaged in tuberculosis control; plans overall policies, programs, methods and procedures; coordinates various services rendered to patients by other health department units and community agencies as well as the in-patient facilities at the city's hospitals and institutions; evaluates employee performance as to the quality and quantity of work; gives personal instructions, when necessary.

2. Supervises and directs the evaluation of patients with histories or suspected histories of tuberculosis; supervises diagnoses of school children; interviews parents and occasionally examines children-patients; establishes policies and plans programs for school diagnostic services.

3. Supervises and evaluates the discharge of tuberculosis patients and return to community and family life; cooperates with welfare department in the proper planning and follow-up of individual cases.

4. Supervises and participates in dissemination of educational material and public information to medical and lay groups in the community; personally discusses important questions and problems; assists local clinics in the preparation, implementation and follow-up of tuberculosis cases, including rehabilitation and welfare programs where indicated.

5. Reviews various daily and monthly statistical and medical reports to determine if adequate diagnostic, isolation and treatment procedures are being followed; reviews a number of new, re-opened, and closed cases; supervises the maintenance of composite monthly and annual tuberculosis control statistics.

6. Prepares annual budget estimates for the personal and non-personal services required in the operation of the division; subsequently controls expenditures within approved budgetary allotments.

CLASS TITLE: CHIEF, DIVISION OF TUBERCULOSIS CONTROL  
(continued)

CODE: 2858

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of medical school with an M.D. degree, included or supplemented by specialized training in tuberculosis control.

Requires at least five years of professional experience in tuberculosis diagnosis, treatment and control in a large public health organization, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires thorough knowledge of the: fundamental sciences underlying the practice of medicine involving diagnostic and prognostic care of tubercular patients; established public health rules, regulations, methods and procedures applicable to the tuberculosis program.

Requires ability to: plan, organize, assign and direct and evaluate the work of professional, medical, nursing and auxiliary personnel; work effectively with private physicians; speak effectively before various groups and civic organizations in furthering the public interest and recognition and importance of public health tuberculosis control.

License or Certificate Requirements: Requires possession of a license to practice medicine issued by the state board of medical examiners.

PROMOTIVE LINES:

To: No normal line of promotion

From: Original entrance examination

CLASS TITLE: DIRECTOR, ADULT GUIDANCE CENTER

CODE: 2864

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, exercises complete responsibility for the organization, direction and supervision of the activities of the adult guidance center engaged in the investigation, study and treatment of alcoholism; carries out established policies and programs; coordinates various services for the treatment and rehabilitation of alcoholic patients; and performs related duties as required.

Requires major responsibility for: coordinating and executing established policies, methods and procedures in connection with the entire adult guidance center program; achieving major economies and/or preventing major losses through the enforcement of efficient diagnostic, laboratory and treatment procedures, as well as the economical handling of equipment, materials and supplies; making regular contacts involving meeting and dealing with persons requiring explanation and interpretation of specialized matters and obtaining desired cooperation and action; the directing compilation and maintenance of important technical, medical, statistical and case records. Administrative nature of duties requires normal physical effort and manual dexterity with some exposure to health and accident hazards and very disagreeable elements.

EXAMPLES OF DUTIES:

1. Plans, directs, organizes and supervises the activities and personnel engaged in the diagnosis, treatment and rehabilitation of alcoholics; meets with various staff members both in groups and individually; discusses policies, plans, procedures, methods, and best means of effectuating them; directs medical, nursing and auxiliary personnel accordingly.

2. Schedules and assigns work of individual physicians; supervises case loads to assure maximum use and application of psychotherapy consultations and treatments.

3. Meets and confers with administrative personnel of other agencies in order to plan cooperative endeavors both as individuals and as groups.

4. Plans and conducts weekly staff meetings; assigns various individuals to present and discuss specific topics and problems.

5. Plans and prepares annual budgetary estimates and supporting justifications; subsequently controls expenditures within budgetary allotments; coordinates clinic activities with the state programs on the basis of partial reimbursement of costs.

6. Directs the preparation of reports of individual cases, staff activities and result of treatments; reviews charts of individual patients; reviews overall clinic statistics; prepares related reports.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of medical school with an M.D. degree, including or supplemented by specialized training in psychiatry.

CLASS TITLE: DIRECTOR, ADULT GUIDANCE CENTER  
(continued)

CODE: 2864

Requires at least five years of professional experience in psychiatry, clinical treatment and rehabilitation of alcoholics in a large public or private organization or institution, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires thorough knowledge of: the principles and practices of public health administration and preventive medicine, especially as directed toward the problem of alcoholism and the treatment and rehabilitation of alcoholic patients; established public health rules, regulations, methods and procedures applicable to the treatment and rehabilitation of alcoholics.

Requires ability to: plan, organize, assign, direct and evaluate the work of professional, medical, nursing and auxiliary personnel; work cooperatively with private physicians; speak effectively before various groups and civic organizations in furthering the public interest and recognition and importance of public health measures in the treatment, rehabilitation and guidance of chronic alcoholics.

License or Certificate Requirements: Requires possession of a license to practice medicine issued by the state board of medical examiners; and a certificate as a registered psychiatrist issued by the american board of psychiatry and neurology.

PROMOTIVE LINES:

To: No normal line of promotion

From: Original entrance examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: ASSISTANT DIRECTOR, BUREAU OF DISEASE CONTROL  
AND ADULT HEALTH

CODE: 2868

CHARACTERISTICS OF THE CLASS:

Under general direction, assists in the design, direction, and administration of the activities of the Bureau of Disease Control and Adult Health; exercises major responsibility for design and direction of the Bureau's occupational health and accident prevention programs; and performs related duties as required.

Requires responsibility for: Assisting in the design, direction and administration of the programs and activities of the Bureau of Disease Control and Adult Health, especially in the areas of occupational health and accident prevention; making contacts with other medical personnel, public and private agencies and organizations, involving discussion, interpretation and explanation of existing policies, rules, and regulations of the Health Department pertaining to disease control and adult health; negotiating with and providing consultative services to various public and private organizations regarding improved occupational health standards and provisions for accident prevention; reviewing medical and related records and reports.

EXAMPLES OF DUTIES:

1. Acts as medical supervisor and consultant to the occupational health and accident prevention programs; designs new procedures and modifies existing programs in the light of continuing research and study in these fields.
2. Sets up and evaluates research programs in occupational health and accident prevention for which grants in aid are available, such as improvement of employee health standards, and prevention of industrial accidents.
3. Designs and supervises the annual medical examination program for all City and County employees.
4. Assists in the design, direction and administration of the other bureau programs: Communicable disease control, chronic disease and rehabilitation services, adult nutrition and special educational services and licensing of tattoo and massage establishments.
5. Instructs and supervises physicians and other personnel in procedures relative to the occupational health and accident prevention programs and other programs of the Bureau of Disease Control and Adult Health; trains new physicians in established public health methods and procedures as a part of the orientation program of the Department of Public Health.
6. Assists in the preparation and development of manuals of procedures, forms and medical examinations as required by the various programs of the Bureau.
7. Prepares required reports and assists in preparation of budget material.
8. Acts for the Director, Bureau of Disease Control and Adult Health, in his absence.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of medical school and possession of an M.D. degree, and possession of a Master's degree in public health.

Requires at least one year of experience in the activities of an occupational health and accident prevention program operated by a large governmental health department; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of the medical and public health fields, particularly as they apply to communicable and chronic disease, epidemiology, and occupational health and accident prevention.

(NEW CLASS)

CLASS TITLE: ASSISTANT DIRECTOR, BUREAU OF DISEASE CONTROL  
AND ADULT HEALTH

CODE: 2868

MINIMUM QUALIFICATIONS: (contd)

Requires ability and skill to assist in implementing, organizing, planning, directing and administering Bureau of Disease Control and Adult Health programs, activities and services.

Licenses: Requires possession of a license to practice medicine issued by the State Board of Medical Examiners.

ADOPTED: 12/8/69

SAN FRANCISCO CIVIL SERVICE COMMISSION

(RETITLED AND  
AMENDED)

CLASS TITLE: DIRECTOR, BUREAU OF DISEASE CONTROL  
AND ADULT HEALTH

CODE: 2870

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, designs, directs, and administers the activities and programs of the Bureau of Disease Control and Adult Health; interprets and enforces rules and regulations pertaining to bureau activities and programs; and performs related duties as required.

Requires complete responsibility for: Developing, coordinating, approving and enforcing established policies, methods and legal provisions pertaining to the programs of the Bureau, including communicable disease control, chronic disease and rehabilitation, adult nutrition and other specialized educational services, and occupational health and safety; all forms of assets, through efficient management and direction of bureau activities, including budgetary control of expenditures within appropriations; making regular contacts with physicians, representatives of other departments, hospitals and State agencies regarding bureau matters; directing and enforcing the preparation and maintenance of specific medical and related records concerning all legally reportable communicable diseases.

EXAMPLES OF DUTIES:

1. Directs the preparation, maintenance and clearing of all records of communicable diseases for the City and County which are reportable under law to the State Department of Public Health, including transmittal of such records for poliomyelitis, meningitis, salmonella, shigella, diphteria, venereal diseases, tuberculosis, typhoid fever, etc.
2. Designs, directs and administers programs of communicable disease control, chronic disease and rehabilitation services, and specialized educational services, including adult nutrition; participates in the growth and development of these programs; confers with various administrators and subdivisions within the Department of Public Health regarding the above programs and related matters; and correlates these activities with other agencies, particularly the State Department of Public Health.
3. Through the Assistant Director, acts in an administrative and consultative capacity regarding occupational health and accident prevention, such as safety programs, industrial disease investigations, and selected preventive and corrective services jointly with Bureau of Environmental Health.
4. Directs and administers the Department's activities relating to tattoo and massage establishment licensing.
5. Provides overall leadership and supervision to Bureau's staff; represents the Bureau in its community relationships; and fills a special administrative role with the independently functioning divisions of the Bureau - Venereal Disease Control and Tuberculosis Control.
6. Conducts staff meetings and individual conferences; interprets overall department rules, regulations and policies to personnel; reviews periodic evaluation reports of employees.
7. Directs the preparation of monthly, semi-annual and annual statistical reports of the division; directs the assembling of information and supporting data in preparation and support of annual budgetary estimates and requests.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a medical college, with an M.D. Degree, supplemented by completion of graduate courses and possession of a Master's Degree in Public Health.

RETITLED AND AMENDED

CLASS TITLE: DIRECTOR, BUREAU OF DISEASE CONTROL  
AND ADULT HEALTH

MINIMUM QUALIFICATIONS: (contd)

Requires at least eight years of progressively responsible professional experience in the field of general public health and preventive medicine, at least three years of which shall have been in an administrative capacity, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a broad academic and professional knowledge of the medical and public health fields, particularly in the areas of communicable and chronic disease, epidemiology, and industrial medicine.

Requires skills in implementing the designing, direction, and administration of all disease control and adult health program activities and services.

License and Certification Requirements: Requires possession of a license to practice medicine issued by the State Board of Medical Examiners; certification in the field of public health from the American Board of Preventive Medicine is desirable.

ADOPTED: 12/8/69

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR OF BUSINESS AND OPERATIONS,  
MENTAL HEALTH PROGRAMS

CODE: 2880

Under general administrative direction, plans, directs and coordinates all administrative support activities within Mental Health, Substance Abuse and Forensic Services, including fiscal, contracts, management information systems, purchasing, capital improvement and fleet maintenance operations; develops and implements departmental goals, policies and procedures related to business and operations; coordinates liaison and communication on matters relating to administrative services among all divisions of mental health programs, the Department of Health, other City departments, State and Federal agencies, and community associations; and performs related duties as required.

DISTINGUISHING FEATURES:

This single-position classification functions under the general administrative direction of the Deputy Director for Mental Health Programs and assumes major responsibility and authority for all non-clinical, administrative support services within the Bureau. It is distinguished from the higher level Deputy Director For Business and Operations, Department of Public Health, in that the latter assumes broader responsibility and ultimate authority for administrative support services of the entire Department of Health.

EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7).

1. Plans, manages, and coordinates, directly and through subordinate supervisory staff, all non-clinical, administrative support functions within mental health, substance abuse and forensic services including fiscal and budgetary activities, contracts and grants development and management, purchasing, management information systems, capital improvements and fleet maintenance operations; assists in the development of program goals and objectives and ensures administrative systems and operations are consistent with such goals.

2. Develops and implements departmental policies and procedures in compliance with standards set by federal and state regulatory agencies, the Health Commission and departmental administrators; ensures policies and objectives are appropriately applied by staff; and evaluates the effectiveness of procedures on departmental operations.

3. Establishes and maintains cooperative relationships with administrative and professional staff of all mental health programs, the Department of Health, other City departments, state and federal agencies, and community associations.

4. Directs the department's program of fiscal planning, forecasting, analysis, and control; analyses operational costs and forecasts effects of internal and external economic factors on operations; develops programs and systems to promote cost control and timely receipt of revenue.

5. Directs the preparation of the department's annual budget; reviews major budgetary requests of program directors and line managers to ensure consistency with departmental goals and priorities; negotiates budgetary issues with administrative staff of the Health Department, Mayor's Office, and Board of Supervisors.

CLASS TITLE: DIRECTOR OF BUSINESS AND OPERATIONS,  
MENTAL HEALTH PROGRAMS

CODE: 2880

EXAMPLES OF DUTIES: (continued)

6. Represents Mental Health Programs before a variety of boards, commissions and associations; functions as program chief in the absence of the Deputy Director for Mental Health Programs.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: Comprehensive knowledge of the principles and practices of public and business administration necessary to plan, organize, implement and evaluate the administrative activities of a large, multi-function health service agency; principles of budgetary preparation and fiscal analysis and control within a governmental setting; laws and regulations relating to mental health, substance abuse, and forensic services.

Ability to: Direct and coordinate the activities of a large professional and clerical staff; analyze complex administrative problems and develop effective solutions; effectively communicate verbally and in writing; establish and maintain cooperative working relationships with departmental staff and representatives of other City departments, State and federal agencies and community organizations.

ADOPTED: 4-2-90

#4125c

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR OF PROGRAM DEVELOPMENT AND RESEARCH,  
COMMUNITY MENTAL HEALTH SERVICES

CODE: 2882

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, directs the mental health research program and the program planning and evaluation activities of Community Mental Health Services; assists in overall review, evaluation and development of program in assigned areas; and performs related duties as required.

Requires major responsibility for: Establishing and reviewing optimal standards of professional service for psychologists, social workers, vocational rehabilitation counselors, researchers, mental health educators, and consultants, and coordinating the roles and functions of such personnel with that of other personnel in all facilities of Community Mental Health Services; carrying out complex program evaluation studies and specialized research projects; preparing program modification and development proposals and plans; preparing and disseminating complex written statistical, research, and program reports.

EXAMPLES OF DUTIES:

1. Assists in systematic quantitative and qualitative review of the functioning and effectiveness of facilities, programs, policies and procedures administered by the Program Chief.
2. Maintains and develops information and data systems to supply program-benefit information essential to overall program planning, development and administration.
3. Interprets and evaluates data and makes recommendations based on such evaluations for program administration and development.
4. Provides administrative direction for the chiefs of each of the services comprising the Program Development Section.
5. Serves as consultant on program development to the directors of all the mental health facilities.
6. Assists in the maintenance of liaison on program development matters between Community Mental Health Services and governmental and private community agencies.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of medical college, with an M.D. degree; or completion of graduate study and possession of a Ph.D. degree in a behavioral science.

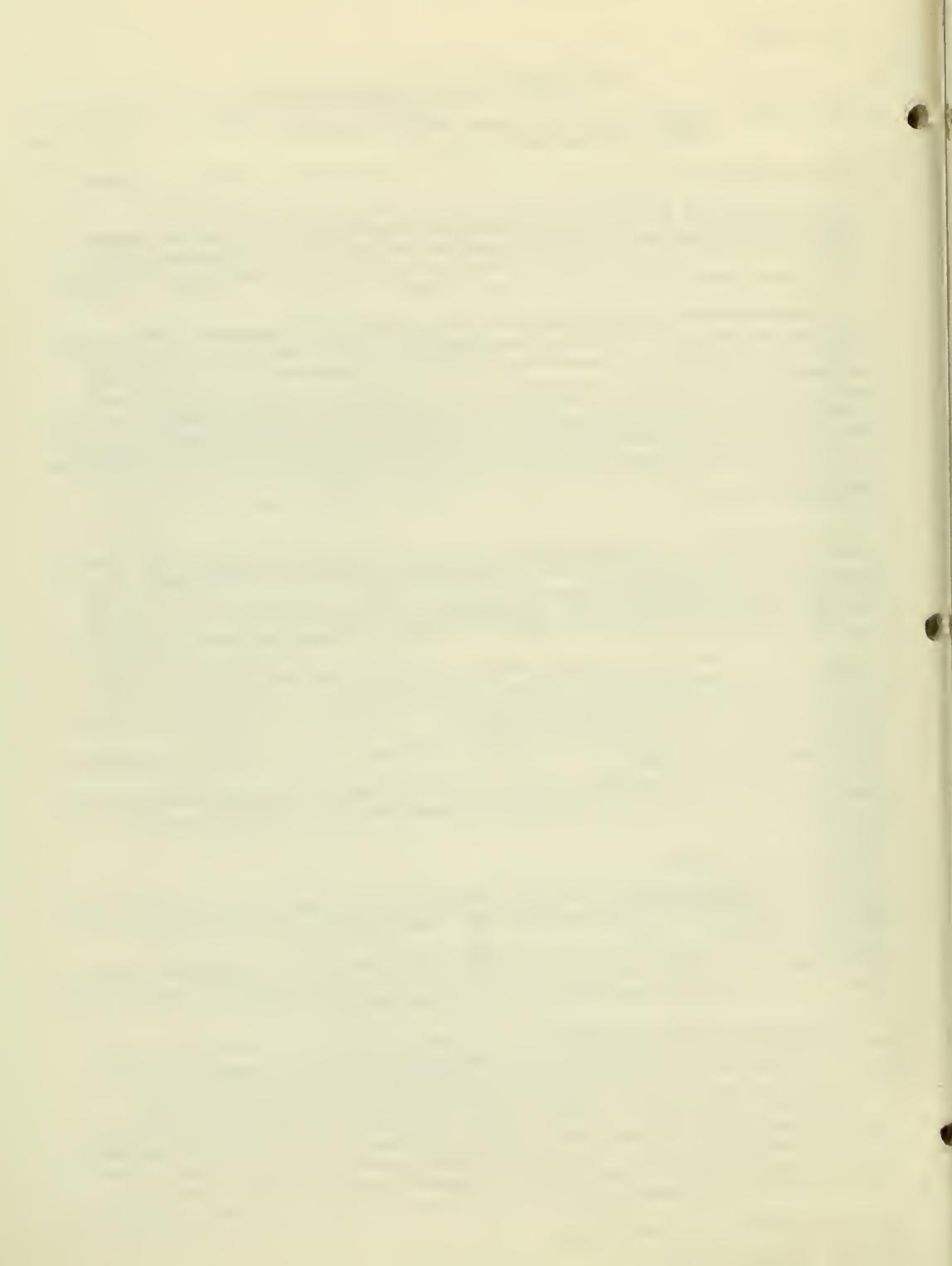
Requires at least five years of progressively responsible experience in major administrative, planning, and research responsibilities in a community mental health program; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: The principles and practices of the various disciplines utilized in community mental health programs; administrative methods; research and statistical design and methodology; epidemiology; utilization of electronic data processing methods.

Requires the ability to: Plan, organize and carry out broad program evaluation and development services; make innovations where indicated and maximize use of available resources; think of the unconventional; reduce large mental health concepts to essential words; plan and direct research programs; prepare complex written program and research reports; establish and maintain good public relations.

PROMOTIVE LINES: To be determined

ADOPTED: March 16, 1970



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## SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSOCIATE DIRECTOR, AIDS PROGRAM

SAN FRANCISCO  
PUBLIC LIBRARY  
CODE: 2883

## CHARACTERISTICS OF THE CLASS:

Under general direction of the Director, AIDS Office, is responsible for the day to day administration of city-wide programs and services related to the prevention and treatment of Acquired Immunodeficiency Syndrome; coordinates and evaluates the comprehensive continuum of contracted and grant-funded community based services; establishes and maintains working relations and represents the AIDS Office on administrative matters with funding and provider agencies, community organizations and advisory boards; and performs related duties as required.

## DISTINGUISHING FEATURES:

This single-position class has responsibility under the general direction of the Director, AIDS Office for day to day administration of the Health Department's AIDS Office including programs funded through contracts and grants. The Associate Director, AIDS Program provides administrative direction, rather than direct clinical supervision, to subordinate management staff.

## EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Coordinates and supervises the administrative management of the Operations, Research, Surveillance, Prevention/Education, and Health Resources and Services Branches of the Aids Activity Office of the Department of Public Health; provides administrative direction and supervision to managers within each of the branches, and selects and evaluates subordinate staff in cooperation with the Director.
2. Plans, develops, and implements health, psycho-social support, and educational program strategies to accommodate current and future needs based on anticipated growth of the epidemic, new knowledge about AIDS, changing service requirements and emerging community needs; regularly consults with the Director to discuss problems and program direction, and prepares policy recommendations.
3. Directs the development of the departmental budget and supplemental appropriation requests for submission to departmental administrators, the Health Commission, the Mayor and Board of Supervisors; identifies opportunities for state, federal and private funding for support of AIDS services and directs the preparation of grant and contract applications, reports, memoranda and other materials; directs the maintenance of fiscal records and documents.
4. Directs the monitoring and evaluation of all community AIDS service contracts.
5. Meets and consults with City community representatives to improve AIDS services, confers with Health Department staff regarding programs that have an impact on services related to AIDS; conducts staff meetings, participates on panels and attends conferences concerning the continuum of AIDS-related services; represents the Director and AIDS Office on administrative matters before legislative bodies of the City and County of San Francisco and makes presentations on AIDS-related policies, programs and issues.

CLASS TITLE: ASSOCIATE DIRECTOR, AIDS PROGRAM

CODE: 2883

**QUALIFICATIONS:**

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

**Knowledge, Abilities and Skills:** Comprehensive knowledge of: current principles, practices and methods of planning, program and budget development and management as applied to public health program administration especially as it relates to the AIDS epidemic; organization and functions of health service agencies which may be mobilized for the prevention and/or treatment of AIDS and AIDS-Related Complex (ARC); the psychological and socio-economic factors affecting the delivery of health services to persons with AIDS or ARC.

**Ability to:** plan, coordinate and evaluate the effectiveness of health and support services especially as it relates to the AIDS epidemic; provide administrative consultation to resolve especially difficult, sensitive and critical questions, problems and issues which cannot be resolved in traditional ways; establish and maintain effective relationships with employees and City officials, government agencies, various organizations and the public to develop approaches which accommodate urgent health and social needs.

ADOPTED: 9-2-86

AMENDED & RETITLED: 1-23-89

#4053c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT DIRECTOR, BUREAU OF MATERNAL AND CHILD HEALTH

CODE: 2884

CHARACTERISTICS OF THE CLASS:

Under general direction, assists in directing and administering the activities concerned with the care, health and welfare of expectant mothers, infants and children in accordance with established programs; assists in the formulation of policies and the preparation of directives and procedures relating to the services administered by this program; and performs related duties as required.

Requires responsibility for: assisting in executing the policies and methods affecting services pertaining to maternal and child health matters; making contacts with doctors, nurses and other employees, as well as representatives of organizations and groups involving discussions, interpretation and explanation of policies, rules and regulations of the Health Department pertaining to maternal and child health; reviewing medical and related records and reports.

EXAMPLES OF DUTIES:

1. Instructs physician specialists and public health nurses in health centers and schools relative to changes in laws, rules, regulations and procedures in public health as applied to the maternal and child health program.
2. Assists in the preparation and development of manuals of procedures.
3. Acts as medical supervisor and consultant to the crippled children's program.
4. Trains new physician specialists in public health methods and procedures, such as for the school health program, child health conferences, and others.
5. Sets up and evaluates research programs in maternal and child health for which grants in aid are available, such as prevention of prematurity, perinatal mortality, childhood accident prevention and others.
6. Prepares required reports and assists in preparation of budget material, as directed.
7. Acts for the Director, Bureau of Maternal and Child Health, in his absence.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of medical school and possession of an M.D. degree, and possession of a master's degree in public health.

Requires at least one year of experience in the activities of a maternal and child health program operated by a large governmental health department; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of the medical and public health fields, particularly as they apply to maternal and child health.

Requires ability and skill to assist in implementing, organizing, planning, directing and administering maternal and child health program activities and services.

CLASS TITLE: ASSISTANT DIRECTOR, BUREAU OF MATERNAL AND CHILD HEALTH  
(Continued) CODE: 2884

Licenses: Requires possession of a license to practice medicine issued by the State Board of Medical Examiners.

PROMOTIVE LINES:

To: Director, Bureau of Maternal and Child Health  
Director, Bureau of Disease Control

From: Original entrance Examination

Adopted: 10/5/61

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DEPUTY DIRECTOR OF ADULT SERVICES,  
COMMUNITY MENTAL HEALTH SERVICES

CODE: 2885

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, is responsible for all adult services rendered under the County Community Mental Health Services; coordinates the adult services of all centers and clinics in the five catchment areas of the county; exercises direct supervision over the Clinic and Center Directors; and performs related duties as required.

DISTINGUISHING FEATURES:

This single-position class reports to the Assistant Director of Health Care Services, Mental Health and is responsible for administering all adult mental health services in the five catchment areas of the county.

EXAMPLES OF DUTIES:

1. Administers provision of comprehensive county mental health services to adults.
2. Supervises the directors of mental health centers and major specialty services and is responsible for overall administration of direct county drug programs, county alcohol programs, and Center for Special Problems.
3. Coordinates the utilization of inpatient units at County and State facilities relative to admissions and discharges and coordinates activities between Community Mental Health Services and the county criminal justice system.
4. Reviews and approves all city-wide contracts providing services to adults or the adult services portions of comprehensive service contracts.
5. Establishes policies for system-wide utilization of drugs and monitors to ensure that policies are followed and standards maintained.
6. Participates in the development of policies, procedures and programs related to county-wide services.
7. Acts for the Assistant Director of Health Care Services for Mental Health in the Assistant's absence or when so delegated.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires possession of either an M.D. or D.O. or a Ph.D. with specialization in clinical or counseling psychology or the behavioral sciences or a Master's in social work or a Master's in nursing with a psychiatric specialization.

Requires three years of experience as an administrator or supervisor in a mental health facility directing the work of mental health care professionals at a level comparable to class 2246 Assistant Director of Clinical Services I.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: general administrative principles and effective management practices; modern trends in the mental health field; principles of governmental budgeting, funding and grant contracts; structure and function of community mental health specialty programs; and pertinent Federal and California laws.

CLASS TITLE: DEPUTY DIRECTOR OF ADULT SERVICES,  
COMMUNITY MENTAL HEALTH SERVICES

CODE: 2885

MINIMUM QUALIFICATIONS:

Requires ability to plan, organize and administer an adult services program; provide direction and supervision for mental health professionals; analyze situations and recommend an effective course of action; work with various population groups, community agencies and organizations; write and speak effectively.

License: Before appointment, M.D. and D.O. applicants must possess a valid license to practice medicine issued by the California State Board of Medical Examiners.

PROMOTIVE LINES:

TO: No normal lines of promotion

FROM: 2250 Director of Clinical Services  
Original entrance examination

ADOPTED: 1-22-79

CLASS TITLE: DIRECTOR, BUREAU OF MATERNAL AND  
CHILD HEALTH

CODE: 2886

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, organizes, directs and administers all phases of health department activities concerned with the care, health and welfare of expectant parents, infants and children in accordance with established programs; issues policies and directives and written procedures for implementing various services; delegates authority and responsibility to subordinate supervisory personnel; and performs related duties as required.

Requires major responsibility for: coordinating, approving and executing policies and methods effecting all services pertaining to maternal and child health matters; achieving widespread economies and/or preventing widespread losses through efficient management of maternal and child health activities, including exercise of judicious budgetary control for all personal and non-personal services; making contacts with employees, representatives of organizations and groups involving discussion, interpretation and explanation of policies, rules and regulations of the health department pertaining to maternal and child health; directing the preparation, approval, review and maintenance of all records and reports effecting various specialized health services. Administrative nature of duties requires normal physical effort and manual dexterity with very little or no accident or health hazard or exposure to disagreeable elements.

EXAMPLES OF DUTIES:

1. Develops and administers program activities and services relating to: classes for expectant parents; medical supervision and follow-up of prenatal patients; child health conferences; immunization center programs; school health programs and services; mental hygiene and child guidance services; dental health programs; diagnostic and follow-up centers for eye, ear, cardiac and chest diseases; crippled children services programs; other activities relating to prevention of prematurity and perinatal mortality.

2. In connection with development of individual programs, analyzes statistical and other information available in order to determine which aspects of program require greatest emphasis; consults with key department administrative personnel as well as with other departments and interested voluntary agencies as to relative priority of different programs and best methods for their implementation.

3. Supervises the preparation of detailed procedure manuals for carrying out various aspects of different programs and personally participates in contributing material for such manuals; prepares and issues policy directives to physicians and public health nurses, as necessary.

4. Evaluates and re-appraises various programs dealing with maternal and child health in relation to specific community and health needs; reviews specific aspects of each program; follows-up effectiveness; prepares reports of activities.

CLASS TITLE: DIRECTOR, BUREAU OF MATERNAL AND  
CHILD HEALTH (Continued)

CODE: 2886

5. Prepares annual budget estimates for each of the program activities; subsequently controls expenditures for personal and non-personal services in order to keep within approved budgetary appropriations.

6. Attends and participates in meetings and conferences for in-service training and education both within and outside the department.

7. Represents the department on inter-agency committees; interprets health department programs and policies and occasionally makes commitments for investigations of various programs which may be indicated on the basis of community needs; represents department as speaker for various civic, medical, hospital and social welfare groups for the purpose of discussing specific parts of the maternal and child health program.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a medical college, with an M. D. degree.

Requires at least five years of professional experience in maternal and child health activities in a large department of public health, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a broad academic and professional knowledge of the medical and public health fields, particularly as they apply to maternal and child health.

Requires skill and ability to: implement the organization, planning, direction and administration of the entire maternal and child health program activities and services.

License or Certificate Requirements: Requires possession of a license to practice medicine issued by the state board of medical examiners, and a certificate from the american board of public health.

PROMOTIVE LINES:

To: No Normal Lines of Promotion

From: Original entrance examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT DIRECTOR OF HEALTH CARE SERVICES  
FOR MENTAL HEALTH

CODE: 2887

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, is responsible for the overall organization and supervision of mental health services in the Department of Public Health, including services for children and adults, specialty services such as alcoholism, drug programs, consultation services within and without the Department, and contractual services with other hospitals and agencies; and performs related duties as required.

DISTINGUISHING FEATURES:

The classification 2887 Assistant Director of Health Care Services for Mental Health, reports to the Director, Health Care Services. The class is distinguished from classes 2889 Assistant Director of Public Health, Public Health Programs and 2892 Assistant Director of Public Health, Hospital Services in that the major area of responsibility is in the field of mental health services.

EXAMPLES OF DUTIES:

1. Serves as Executive Officer of the Community Mental Health Services; prepares and executes an integrated program relating to all mental health activities.
2. Exercises supervision over mental health services and facilities furnished, operated or supported as part of the Community Mental Health Services in the City and County.
3. After consultation with the Community Mental Health Services advisory board, recommends to the Director, Health Care Services, a plan for the provision of services, establishment of facilities, contracting for services or facilities and other matters necessary or desirable to accomplish the purpose of the community mental health service.
4. Submits to the Director, Health Care Services, an annual report containing all activities of the Community Mental Health Services, including a financial accounting of expenditures and a forecast of anticipated needs for the ensuing year.
5. Authorizes research projects, as may be appropriate, to assist in the proper discharge of his duties, including such areas as the control and prevention of psychiatric disorders.
6. Directs and is responsible for all training and educational programs related to mental health services.
7. Directs, reviews, analyzes, and approves the preparation of annual budgetary estimates and controls subsequent expenditures within authorized appropriations; is responsible for claims for reimbursement of state and federal funds pertaining to mental health program services.
8. Negotiates with private institutions for psychiatric services to be rendered to eligible patients; reviews and approves consultative and treatment procedures and programs of these institutions, and supervises and is responsible for the successful operation of the various contracts.
9. Acts as liaison between Department of Public Health and other agencies, divisions and bureaus; represents the Director, Health Care Services, in connection with mental health programs and conferences for enhancing the development of an overall mental health program in the City and County.

CLASS TITLE: ASSISTANT DIRECTOR OF HEALTH CARE SERVICES  
FOR MENTAL HEALTH

CODE: 2887

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of medical school and possession of an M.D. degree, or D.O. (Doctor of Osteopathy) plus three years psychiatric residency, and eight years of psychiatric experience, of which at least three years shall have been in a progressively responsible administrative and supervisory capacity with responsibility for a complex mental health organization such as a community mental health center, city or county or State Department of Mental Health, preferably in an urban setting; AND

Board Certification in psychiatry, issued by the American Board of Psychiatry and Neurology; OR

Possession of a Ph.D. degree in Clinical or Counseling Psychology from an accredited college or university, and completion of one full year of supervised clinical internship, supplemented by at least ten years of experience in the practice of clinical or counseling psychology of which at least three years shall have been in a progressively responsible administrative and supervisory capacity with responsibility for a complex mental health organization such as a community mental health center, city or county or State Department of Mental Health, preferably in an urban setting; OR

Possession of a Ph.D. degree with specialization in one of the following behavioral sciences: rehabilitation counseling, cultural anthropology, social psychology, criminology, sociology, or pastoral counseling from an accredited college or university, supplemented by at least twelve years of professional experience in the field of community mental health of which at least three years shall have been in a progressively responsible administrative and supervisory capacity with responsibility for a complex mental health organization such as a community mental health center, city or county or State Department of Mental Health, preferably in an urban setting; OR

Possession of a Master's degree with specialization in psychiatric social work or psychiatric nursing from an accredited college or university, supplemented by at least twelve years of experience in one of these disciplines in the field of community mental health, of which at least three years shall have been in a progressively responsible administrative and supervisory capacity with responsibility for a complex mental health organization such as a community mental health center, city or county or State Department of Mental Health preferably in an urban setting.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: the principles and methods of community mental health services and unusual skill in applying this knowledge; pertinent federal and California laws; current developments in the field of community mental health. Requires general knowledge of health care administration including personnel and budgetary management and procedures; program evaluation and research methods and techniques; the principles and application of the various therapeutic modalities.

Requires ability to encourage, administer and participate in research; analyze situations and to adopt an effective course of action; prepare clear and concise reports; provide leadership for a major service; understand and work with emotionally disturbed people as well as various population groups and agencies of the communities who comprise the catchment areas serviced by community mental health centers;

Requires skill in: training of community mental health service providers.

License: To qualify with an M.D. degree or D.O. (Doctor of Osteopathy) requires possession of or eligibility for: a license to practice medicine issued by the State Board of Medical Examiners; a certificate issued by the American Board of Psychiatry.  
PROMOTIVE LINES: To: No normal lines of promotion. From: Original entrance examination.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PROGRAM CHIEF, MENTAL HEALTH SERVICES

CODE: 2888

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, is responsible for the overall organization and supervision of all mental health services in the department of public health, including in-patient and out-patient psychiatric services for children and for adults, including alcoholics, consultation services within and without the department, and contractual services with other hospitals and agencies; and performs related duties as required.

Requires major responsibility for: developing, co-ordinating, approving and executing policies and methods affecting all mental health programs, activities and services; budgetary control; making important high level contacts and maintaining public relations frequently involving negotiations, presentations and interpretation of psychological, psychiatric and mental health matters; overall responsibility for directing the preparation, review, approval, maintenance and evaluation of high specialized studies, records and reports.

EXAMPLES OF DUTIES:

1. Directs the treatment, educational, consultative and rehabilitative service included in the mental health program; co-ordinates the various activities; prepares and executes an integrated program relating to all mental health activities.
2. Directs and is responsible for the development and operation of a staff in-service training and educational program.
3. Directs, reviews and approves the preparation of annual budgetary estimates and controls subsequent expenditures within authorized appropriations; is responsible for claims for reimbursement of state and/or federal funds pertaining to mental health program services.
4. Negotiates with private institutions for psychiatric services to be rendered to eligible patients; reviews and approves consultative and treatment procedures and programs of these institutions, and supervises and is responsible for the successful operation of the various contracts.
5. Acts as liaison between department of public health and other agencies, divisions and bureaus; represents the director of public health in connection with mental health programs and conferences for enhancing the development of an overall mental health program in the city and county.
6. Directs and participates in the preparation of annual and periodic reports on the operation and accomplishments of the overall mental health program and services.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of medical school and possession of an M.D. degree.

Requires at least ten years of progressively responsible experience in the field of clinical psychiatry, including at least three years of responsible charge of the organization, administration and program planning of a psychiatric, psychological and mental health program and services of a large psychiatric agency; or an equivalent combination of training and experience.

CLASS TITLE: PROGRAM CHIEF, MENTAL HEALTH SERVICES  
(Continued)

CODE: 2888

Knowledge, Abilities and Skills: Requires outstanding academic and administrative knowledge of: the principles and practices of clinical psychiatry; personality dynamics and child and adult psychology; the therapeutic methods applicable to alcoholics and emotionally and mentally disturbed children and adults.

Requires outstanding ability to: plan, organize and develop a broad program of mental health activities and services; plan and direct in-service and staff training and development programs; plan and direct specific mental health research programs; establish and maintain good public relations.

License: Requires possession of or eligibility for: a license to practice medicine issued by the State Board of Medical Examiners; a certificate issued by the American Board of Psychiatry and Neurology indicating successful passing of their examination in psychiatry.

PROMOTIVE LINES:

To: No normal lines of promotion

From: Original entrance examination

AMENDED: 12/17/64

SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDED)

CLASS TITLE: ASSISTANT DIRECTOR OF PUBLIC HEALTH,  
PUBLIC HEALTH PROGRAMS

CODE: 2889

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, assists the Director of Public Health in the development and administration of patient programs of a number of Public Health bureaus, including Health Education, Public Health Nursing, Maternal and Child Health, Dental Health, Records and Statistics, Disease Control and Adult Health, Environmental Health Services, and the Chemistry and Microbiology Laboratories; assists in planning and directing the functions and activities of these bureaus; and performs related duties as required.

Requires responsibility for: Developing, coordinating and carrying out policies and methods relating to the activities of assigned units of the Public Health Department; all forms of assets of those services under his control, including management, budgeting and budgetary control; making continuing personal contacts and supervision over administrative and supervisory employees, including high level professional, specialized and difficult inter-relationships on a variety of public health bureaus; assisting in directing the preparation, maintenance, review and approval of departmental, statistical and specialized records and reports pertaining to the services under his supervision and control.

EXAMPLES OF DUTIES:

1. Acts as an assistant to the Director of Public Health in organizing, directing, and supervising the functions of the Bureau of Disease Control and Adult Health, Public Health Nursing, Maternal and Child Health, Health Education, Records and Statistics, the Public Health and Chemical Laboratories, Environmental Health Services, and other public health functions of the department as assigned by the Director.

2. Consults with other top level administrators in the Health Department to assist in achieving effective integration and coordination of department-wide service.

3. Confers with administrative and supervisory personnel under his direction for the purpose of planning, coordinating, and managing the affairs under his control; supervises the recruitment of professional personnel employed in the assigned bureaus.

4. Reviews budgetary requests of bureaus under his control and may approve, reduce, or increase such recommendations for submission and approval or disapproval of the Health Director.

5. Maintains continuing evaluations of programs of assigned units of the Public Health Department; develops and recommends to the Director policy changes and proposals deemed necessary to the improvement of health care programs under his jurisdiction.

6. Reviews a variety of records and reports relating to assigned department operations to assure adherence to legislation and official regulations and to evaluate performance of assigned units in relation to the total program; is responsible for coordination and cooperation between the assigned units in program matters.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from an approved medical school and possession of the M.D. degree, or graduation from an approved school of dentistry and possession of the D.D.S. degree, or a Master's degree in Public Health or in a closely related field.

In addition to the above qualifications, requires at least eight years experience in the field of general public health and preventive public health programs, at least five years of which shall have been in the capacity of Director, Assistant Director, Administrator, or Assistant Administrator of a state or local public health program; or an equivalent combination of training and experience.

(contd)

CLASS TITLE: ASSISTANT DIRECTOR OF PUBLIC HEALTH,  
PUBLIC HEALTH PROGRAMS

CODE: 2889

MINIMUM QUALIFICATIONS: (contd)

Knowledge, Abilities and Skills: Requires a thorough knowledge of the principles and practices of public health administration and public health programs and procedures; state and local government organization as it relates to public health; familiarity with principles of personnel and fiscal procedures, organization of federal and state health services.

Requires ability to Develop and supervise the program activities of a variety of public health bureaus; speak effectively before various groups and civic organizations in furthering the public interest and recognition of the importance of general public health.

License: Appropriate required license(s) in the public health function.

PROMOTIVE LINES:

To : No normal lines of promotion

From: 2212 Director, Division of Dental Health  
2234 District Health Officer  
2250 Director of Clinical Services  
2836 Director of Public Health Nursing

Adopted: 10/30/72

CLASS TITLE: ASSISTANT DIRECTOR OF PUBLIC HEALTH  
COMMUNITY MEDICAL SERVICES

CODE: 2890

## CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, acts as a principal assistant to the Director of Public Health in the administration of the Department of Public Health with particular reference, but not limited to the implementation of services in preventive and therapeutic care through the neighborhood health centers in the community, and the supervision of medical programs in detention facilities, the Emergency Hospitals, and the City Physicians service; assists in planning and directing the functions and activities of these services; acts for the Director of Public Health; and performs related duties as required.

Requires responsibility for: Developing, coordinating and carrying out policies and methods relating to the activities of community medical services of the Health Department; all forms of assets of those services under his control, including management, budgeting and budgetary control; making continuing personal contacts and supervision over administrative and supervisory employees, including high level professional, specialized and difficult interrelationships on a variety of services; assisting in directing the preparation, maintenance, review and approval of departmental, statistical and specialized records and reports pertaining to the services under his supervision and control; acting for the Director of Public Health in his absence in the administration of all of the services of the Health Department.

## EXAMPLES OF DUTIES:

1. Acts as a principal assistant to the Director of Public Health in organizing, directing and supervising the functions of implementation of all services in preventive and therapeutic care through the neighborhood health centers to the community, including such activities as "well baby" clinics, immunization centers, medical services to senior citizens, treatment of tuberculosis and venereal diseases, etc.
2. Supervises Director for medical programs in detention facilities (jails, youth guidance center, etc.); supervises medical aspects of the Emergency Hospital services and City Physicians Services.
3. Confers with administrative and supervisory personnel under his direction for the purpose of planning, coordinating and managing the affairs under his control.
4. Confers with other top level administrators in the Health Department for the purpose of preparing overall plans for submission to the Director of Public Health, and to achieve effective integration and coordination of all departmental services.
5. Supervises the recruitment of medical personnel employed in the services under his jurisdiction.
6. Reviews budgetary requests of bureaus and activities under his control and may approve, reduce or increase such recommendations for submission and approval or disapproval of the Health Director.
7. Conducts public relations activities; presents talks to various civic, community and other groups in regard to services and problems of the health department in connection with public health matters and preventive and community medicine in general; may represent the Director of Public Health at such discussions.

CLASS TITLE: ASSISTANT DIRECTOR OF PUBLIC HEALTH  
PUBLIC HEALTH COMMUNITY MEDICAL SERVICES

CODE: 2890

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from an approved medical school with an M.D. degree, and possession of a Master's degree in public health.

Requires at least eight years experience in the field of general public health and preventive medicine, at least five years of which shall have been in the capacity of Director, Assistant Director, Administrator or Assistant Administrator of a well organized state or local public health program; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough knowledge of the principles and practices of public health administration and public health programs and procedures; general knowledge of preventive and therapeutic medicine; state and local governmental organization as it relates to public health; familiarity with principles of personnel and fiscal procedures, organization of federal and state health services, programs of case findings, and rehabilitation and care of aged and chronically ill.

Requires ability to: Plan, organize, assign, direct and evaluate the activities and services of the health department; speak effectively before various groups and civic organizations in furthering the public interest and recognition of the importance of general public health and preventive medicine.

License or Certificates: Requires possession of a license to practice medicine issued by the California State Board of Medical Examiners.

PROMOTIVE LINES:

To : No normal lines of promotion

From: 2886 Director, Bureau of Maternal and Child Health  
2870 Director, Bureau of Disease Control and Adult Health  
2234 District Health Officer

AMENDED: 12-7-70

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DEPUTY DIRECTOR FOR BUSINESS AND OPERATIONS,  
DEPARTMENT OF PUBLIC HEALTH

CODE: 2891

CHARACTERISTICS OF THE CLASS:

Under general administrative direction of the Director of Health, plans and directs operations and administrative activities for all non-clinical bureaus, divisions and facilities of the Department of Public Health; supervises, coordinates and reviews personnel, labor relations, environmental health and toxics services, budgetary and fiscal operations, contracts management, the office of the public conservator/investigator, and the development and implementation of the department-wide data processing and management information systems; represents the Director with a variety of agencies, organizations, and individuals; and performs related duties as required.

DISTINGUISHING FEATURES:

This single-position class reports directly to the Director of Health and manages all non-clinical bureaus and divisions providing a broad range of operations and support services within the Department of Public Health. The incumbent in this position acts as senior assistant to the Director of Health for all matters pertaining to non-clinical administration of the department and assumes authority for the department in the absence of the Director and/or Associate Director of Health.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed". (CSC Rule 7)

1. Directs and coordinates the activities of all non-clinical bureaus and divisions within the Department of Health including environmental health and toxics services, the personnel department, the finance department, management information services, contracts administration, and the office of the public conservator/investigator; selects, supervises and evaluates department heads responsible for managing assigned services.
2. Acts as senior assistant to the Director of Health for all matters pertaining to non-clinical administration of the department; assumes authority for the department in the absence of the Director and/or Associate Director of Health; supervises other deputy directors in the absence of the Director and/or Associate Director of Health.
3. Develops, implements and monitors policies, methods and procedures to ensure cost effective delivery of services.
4. Consults with and advises the Director of Health and Health Commission in formulating plans, goals, and objectives for programs and services, including capital improvements such as construction or renovation of structures, and purchases of new equipment.
5. Establishes and maintains cooperative relationships with other governmental, community and health care agencies; represents the Department of Health, the Director of Health, and/or the Health Commission before a variety of boards, committees and advisory groups.

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CLASS TITLE: DEPUTY DIRECTOR FOR BUSINESS AND OPERATIONS  
DEPARTMENT OF PUBLIC HEALTH

CODE: 2891

**DESIRABLE QUALIFICATIONS:**

**Knowledge, Abilities and Skills:** Comprehensive knowledge of: finance and management, personnel administration; long range planning techniques, and applicable Federal, State and local laws and regulations.

Considerable ability to: Identify and analyze management problems and develop and implement effective solutions; plan, coordinate and direct the work of subordinates; effectively communicate verbally and in writing; and interact effectively with government officials, community representatives, the general public and news media.

Position exempt from Civil Service examination under Section 3.696 of the City Charter.

ADOPTED: 12-5-88

#4040c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ASSISTANT DIRECTOR OF PUBLIC HEALTH,  
HOSPITAL SERVICES

CODE: 2892

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, acts as a principal assistant to the Director of Public Health in the administration of the Department of Public Health, with particular reference, but not limited, to the operation, maintenance and utilization of the San Francisco General Hospital, Laguna Honda Home, Hassler Health Home, the Emergency Hospitals and related services of the department; assists in planning and directing the functions and activities of these institutions and services; and performs related duties as required.

Requires responsibility for: developing, coordinating, and carrying out policies and methods relating to the operation of hospitals and medical care services; all forms of assets of those services under his control, including management, budgeting and budgetary control; continuing personal contacts and supervision over administrative employees, involving high level, professional, specialized and difficult interrelationships on a wide variety of hospital and medical care services; assisting in directing the preparation, maintenance, review and approval of departmental records and reports. The duties of the position involve exceptional physical stamina and limited exposure to accidents or health hazards or disagreeable elements.

EXAMPLES OF DUTIES:

1. Assists the Director of Public Health in organizing, directing and supervising all of the hospital and medical care services.
2. Works with the Assistant Director of Public Health, Public Health Services, and Program Chief, Community Mental Health Services in the evaluating, planning and development of the most effective use of departmental resources.
3. Confers with administrative and supervisory personnel under his direction for the purpose of planning, coordinating and managing the affairs under his control.
4. Confers with authorized representatives of medical school (or schools) with which the city has contracts and makes recommendations concerning such contracts.
5. May consult with representatives of the joint accrediting Boards of the American Medical Association and American Hospital Association relative to accreditation of departmental institutions.
6. Reviews budgetary requests of superintendents of institutions and of Emergency Hospital Service and other services under his supervision, and may approve, reduce or increase such recommendations consistent with the needs of the service.
7. Conducts public relations activities; represents department at meetings of both public and volunteer agencies in matters pertaining to hospital and medical care services.

CLASS TITLE: ASSISTANT DIRECTOR OF PUBLIC HEALTH,  
HOSPITAL SERVICES (continued)

CODE: 2892

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of graduate study and possession of a Master's degree in hospital and administration or medical care administration; or possession of a Bachelor's degree, supplemented by post-graduate training in hospital administration or medical care administration.

Requires at least ten years' administrative experience in hospital administration, of which at least five years shall have been as a hospital administrator in a general hospital of not less than 300-bed capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a thorough and complete knowledge of modern hospital administration techniques and practices, especially as they apply to the administration of a large and diversified system of hospital services.

Requires the ability and skill to: plan, organize, assign, direct and evaluate the activities of a large hospital and medical care services system; speak effectively before various groups and organizations in presenting analyses of fundamental problems in the field of hospital and medical care.

PROMOTIVE LINES:

No normal lines of promotion - position exempt from examination.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DEPUTY DIRECTOR FOR ADMINISTRATION

CODE: 2893

CHARACTERISTICS OF THE CLASS:

Under general administrative direction is responsible for directing administrative services for all bureaus, divisions and facilities of the department of public health; supervises, coordinates and reviews personnel, labor relations, budgetary and fiscal operations and the development and implementation of the department-wide data processing and management information systems; exercises direct supervision over the Personnel Director, the Fiscal Officer and the EDP/MIS Manager; and performs related duties as required.

DISTINGUISHING FEATURES:

This one-position classification reports to the Director of Health and is responsible for the administration of all non-clinical services of the department of public health, primarily the fiscal, personnel and management information systems.

EXAMPLES OF DUTIES:

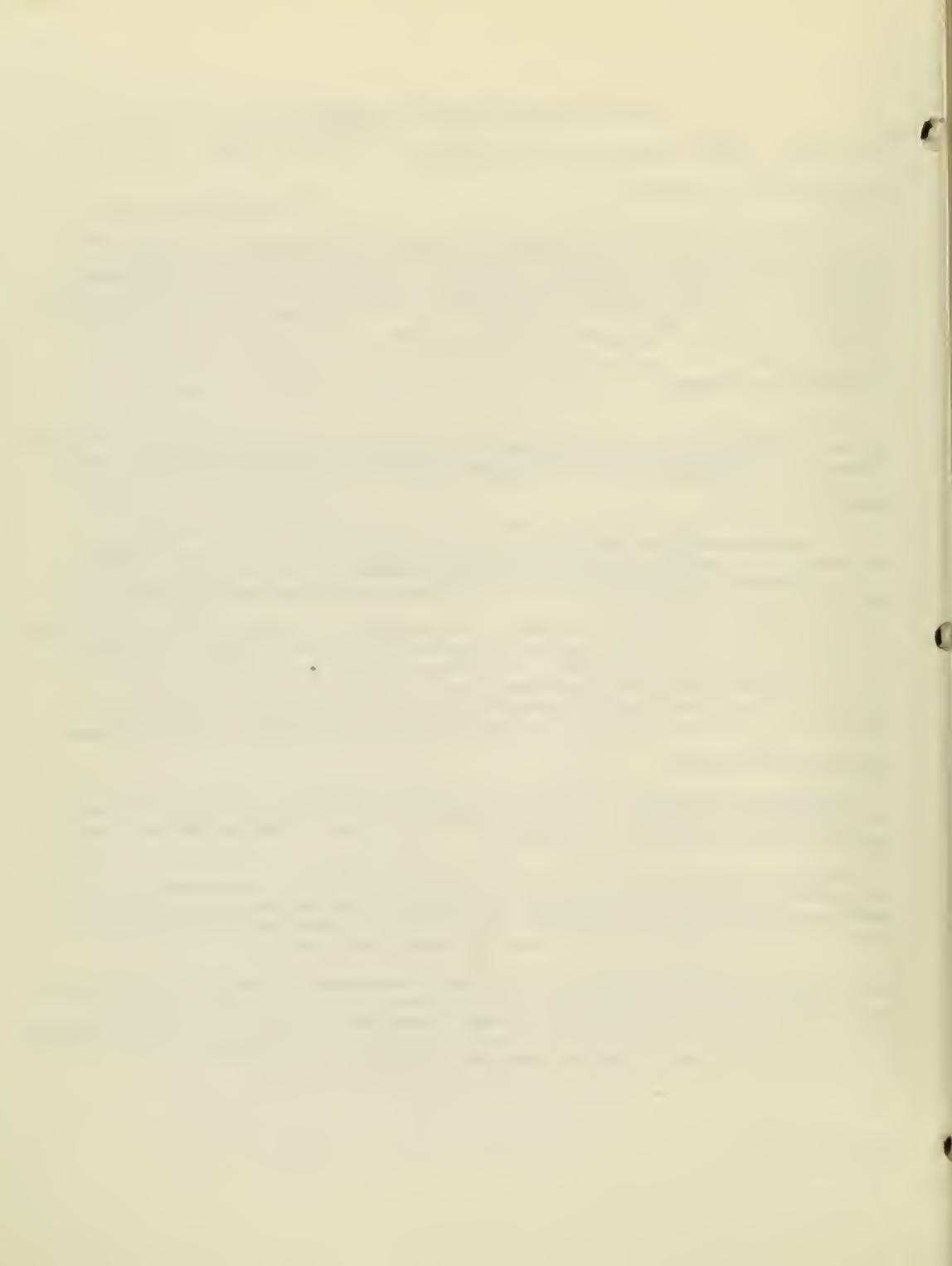
1. Supervises the Personnel Director in the administration and coordination of the department's personnel and labor relations programs.
2. Supervises the Fiscal Officer in the administration and coordination of all fiscal and budgetary matters.
3. Supervises the EDP/MIS Manager in the development, administration and coordination of a department-wide, computer-operated management information system.
4. Acts as the key assistant to the Director for all matters pertaining to non-clinical administration of the department.
5. Represents the Director before public and private agencies, boards, and commissions on matters relating to the administration and management of the department.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree in business administration, public administration, finance, accounting, political science, or economics.

Requires five years of progressively responsible experience supervising or directing the personnel, fiscal, labor relations, and electronic data processing operations of a large governmental agency or department; preferably such experience should have been gained in either a public health or community mental health setting.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of the principles and practices of modern management, public and personnel administration, finance and budget preparation; the operations of a large governmental department or agency, especially in a public health or community mental health setting; and the development and functioning of a sophisticated computer-operated management information system.



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SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PROGRAM CHIEF, COMMUNITY PUBLIC HEALTH SERVICES

CODE: 2894

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, is responsible for directing and coordinating the clinical provision of city-wide public health services, including such services as maternal and child health, environmental health and disease control; exercises direct supervision over public health program directors; and performs related duties as required.

DISTINGUISHING FEATURES:

This one-position classification reports to the Deputy Director for Community Health Programs. This class is distinguished from class 2895 Program Chief, Community Mental Health Services in that the major area of responsibility is in the field of public health services.

EXAMPLES OF DUTIES:

1. Supervises and coordinates the activities of city-wide community public health services.
2. Supervises program directors including the directors of the Bureaus of Public Health Nursing, Maternal and Child Health, Dental Services, Environmental Health, Disease Control and Adult Health, and Medical Clinic, Youth Guidance Center.
3. Assists the Deputy Director, Health Programs, in formulating general public health policies; formulates specific operating policies and procedures for public health programs and services; assigns functions and activities; delegates authority.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from an approved medical school and possession of an M.D. or D.O. degree, supplemented by completion of a recognized internship.

Requires at least five years of full-time public health medical experience, three years of which must have involved administrative responsibility. A Master of Public Health degree may be substituted for two of the five years of the required full-time medical experience in Public Health; or four years of training of experience in Pediatrics or Internal Medicine may be substituted for two of the five years of the required full-time medical experience in Public Health. There shall be no substitution for the three years involving administrative responsibility; or completion of education and experience in a recognized discipline other than medicine may be substituted for the above as follows:

Possession of a Master's degree in public health administration, hospital administration, public administration, community development and public service or a closely related field, including at least five years of experience as an administrator in a health setting and three years of experience directing the operations of a public health facility comparable to a District Health Center.

Knowledge, Abilities and Skills: Requires a thorough knowledge of: the principles and practices of public health administration; current developments in the field of community public health; and pertinent Federal and California laws.

CLASS TITLE: PROGRAM CHIEF, COMMUNITY PUBLIC HEALTH SERVICES

CODE: 2894

License: To qualify with an M.D. or D.O. degree requires possession of a license to practice medicine issued by the State Board of Medical Examiners.

PROMOTIVE LINES:

TO: To be determined

FROM:

ADOPTED: 6-4-79

DOCUMENT NO. 00000000000000000000000000000000

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PROGRAM CHIEF, COMMUNITY MENTAL HEALTH SERVICES

CODE: 2895

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, is responsible for directing and coordinating the clinical provision of city-wide community mental health services, including such specialty services as alcoholism, drug abuse, and the Center for Special Problems; exercises direct supervision over mental health program directors; and performs related duties as required.

DISTINGUISHING FEATURES:

This one-position classification reports to the Deputy Director for Community Health Programs. This class is distinguished from class 2894 Program Chief, Community Public Health Services in that the major area of responsibility is in the field of mental health services.

EXAMPLES OF DUTIES:

1. Supervises and coordinates the activities of city-wide community mental health services.
2. Supervises program directors including directors of the Center for Special Problems, Bureau of Alcoholism, Drug Abuse Program, Children's Services, Extended Care Services, Developmentally Disabled Program, and the Psychiatric Clinic, Youth Guidance Center.
3. Assists the Deputy Director, Health Programs, in formulating general mental health policies; formulates specific operating policies and procedures for mental health programs and services; assigns functions and activities; delegates authority.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of medical school and possession of an M.D. or D.O. degree, plus three years of psychiatric residency and at least eight years of psychiatric experience of which at least three years shall have been in an administrative capacity with responsibility for a complex mental health organization such as a community mental health center or a governmental health department; and

Broad certification in psychiatry, issued by the American Board of Psychiatry and Neurology; or

Possession of either: 1) a Ph.D degree in clinical or counseling psychology and completion of one full year of supervised clinical internship or; 2) possession of a Ph.D. degree in a behavioral science, such degrees must be supplemented by at least ten years of professional experience of which at least three years shall have been in an administrative capacity with responsibility for a complex mental health organization such as a community mental health center or a governmental health department; or

Possession of a Master's degree with specialization in psychiatric social work or psychiatric nursing, supplemented by at least twelve years of experience in one of these disciplines in the field of community mental health, of which at least three years shall have been in an administrative capacity with responsibility for a complex mental health organization such as a community mental health center or a governmental health department.

CLASS TITLE: PROGRAM CHIEF, COMMUNITY MENTAL HEALTH SERVICES

CODE: 2895

MINIMUM QUALIFICATIONS: (continued)

Knowledge, Abilities and Skills: Requires a thorough knowledge of: the principles of administration and the theories and methods of community mental health services; current developments in the field of community mental health and specialty services; and pertinent Federal and California laws.

License: To qualify with an M.D. or D.O. degree requires possession of or eligibility for: a license to practice medicine issued by the State Board of Medical Examiners and a certificate issued by the American Board of Psychiatry.

PROMOTIVE LINES:

TO: To be determined

FROM:

ADOPTED: 6-4-79

CLASS TITLE: DEPUTY DIRECTOR FOR COMMUNITY HEALTH PROGRAMS

CODE: 2896

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, is responsible for the clinical administration of all community public health and mental health services provided by the Department of Public Health; coordinates the services and activities of all city-wide public health and mental health programs; exercises direct supervision over the Program Chiefs of Community Public Health and Community Mental Health Services; and performs related duties as required.

DISTINGUISHING FEATURES:

This one-position classification reports to the Director of Health and is responsible for administering all public health and mental health services in the City and County.

EXAMPLES OF DUTIES:

1. Acts as the key assistant to the Director in all matters pertaining to the administration of community public health and mental health services for the City and County.
2. Provides clinical supervision of all community public health and mental health services and programs.
3. Supervises the Program Chiefs of Public Health Services and Mental Health Services and the five District Health Administrators.
4. Provides clinical and administrative coordination between city-wide public health and mental health programs and the five district health programs.
5. Represents the Director before public and private agencies, boards and commissions on matters relating to community public health and mental health programs and services.
6. Formulates public and mental health policies in cooperation with various Advisory Boards; formulates operating policies and procedures; assigns functions and activities; delegates authority.

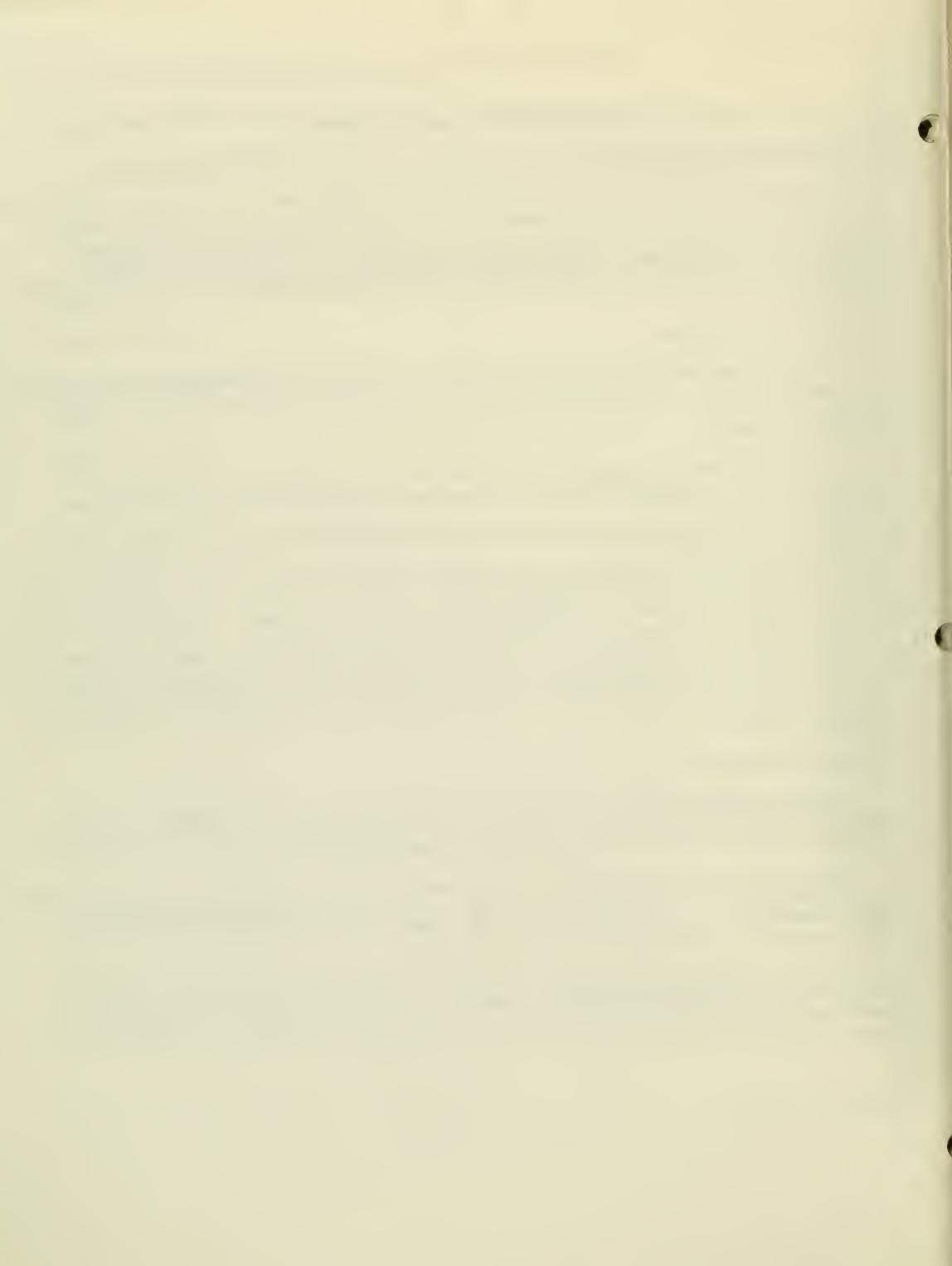
MINIMUM QUALIFICATIONS:

Training and Experience: Requires possession of an M.D. or D.O. degree, or a Ph.D. degree with specialization in clinical or counseling psychology, behavioral sciences, or a Master's degree in Public Health or Hospital Administration.

Requires four years of experience as an administrator or supervisor in a public health or community mental health setting directing the work of health care professionals at a level comparable to class 2894 Program Chief, Community Public Health Services or class 2895 Program Chief, Community Mental Health Services.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: general administrative principles and effective management practices; modern trends in the public health and mental health fields; principles of governmental budgeting and funding; and relevant Federal and California laws.

ADOPTED: 6-4-79



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DEPUTY DIRECTOR FOR PROGRAM PLANNING, DEVELOPMENT,  
RESEARCH AND EVALUATION

CODE: 2897

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, directs the development of clinical and research programs and program planning and evaluation activities for the Department of Public Health; assists in overall review, evaluation, development and implementation of programs in assigned areas; and performs related duties as required.

DISTINGUISHING FEATURES:

This one-position class has line responsibility under the Director of Health for directing the development of research and program planning and evaluation activities for the Department of Public Health. The incumbent has supervisory responsibility for the following units or functions; Operations Audit, Contracts and Grants, Planning and Evaluation.

EXAMPLES OF DUTIES:

1. Oversees systematic qualitative and quantitative review of the functioning and effectiveness of programs, facilities, policies and procedures administered by the Department of Public Health; provides administrative supervision for the heads of each of the services comprising the Operations Audit, Contracts and Grants, and Planning and Evaluation Units; supervises and coordinates planning activities for the Department of Public Health.
2. Assesses and determines the need for health services; coordinates and supervises research and evaluation of existing health services; determines effectiveness of services in accordance with assessed needs.
3. Provides innovative leadership and direction in developing new public health programs; directs and coordinates the implementation of planned programmatic changes; serves as consultant on program development to the directors of all public health facilities and major specialty programs.
4. Develops and administers systems for measuring quality assurance and cost effectiveness of clinical programs and treatment modes.
5. Supervises the preparation of the annual State-County plan, the Short-Doyle, Alcohol and Drug Abuse plans and related documents.
6. Represents the Director of Health before federal, state, and regional planning agencies; acts as liaison on program development matters between the Department of Public Health and private community agencies, including the department's contract providers.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires a doctoral degree from an accredited college with specialization in the behavioral sciences or a related field; AND four years of post doctoral experience in program planning and evaluation or behavioral science research, preferably in public or community mental health.

CLASS TITLE: DEPUTY DIRECTOR FOR PROGRAM PLANNING, DEVELOPMENT,  
RESEARCH AND EVALUATION

CODE: 2897

MINIMUM QUALIFICATIONS: (continued)

Knowledge, Abilities and Skills: Requires considerable knowledge of: the principles and practices of the various disciplines utilized in public health programs; administrative methods; research and statistical design and methodology; public health problem definition; program development; cost effectiveness and benefit cost analysis; utilization of electronic data processing methods including computer programming.

Requires the ability to: provide leadership to and coordinate efforts of decentralized clinical, administrative and research staff; develop, plan, organize and carry out broad and complex program evaluation and clinical research programs; implement planned changes; make program innovations and maximize use of available resources; reduce diversely complex public health concepts to essential elements; prepare complex written program and research reports; interpret data and findings to government officials and general public.

ADOPTED: 6-4-79

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SOCIAL SERVICE ASSISTANT (NEW CAREERS)

CODE: 2901

CHARACTERISTICS OF THE CLASS:

Under the immediate supervision, and in conjunction with the unit's social workers, and in a learning capacity, performs a variety of progressively responsible tasks designed to extend departmental services to clients and groups in the community; performs related duties as required.

Requires normal responsibility for: Following oral and written instructions; making frequent contact with clients, their families, community organizations, and others; making oral and written reports to social workers and the social work supervisor.

EXAMPLES OF DUTIES:

1. Confers with the social work supervisor and social worker to plan case action and makes home visits to carry out the casework plans.
2. Counsels clients of all age groups in areas of money management, educational and vocational problems, nutrition, home management, and consumer buying.
3. Interprets agency's services and makes referrals to other agencies where appropriate.
4. Makes oral and written reports of observations during visits and records contacts in case records.
5. May assist client in communicating his needs effectively in collateral contacts with other agencies.
6. May be assigned by professional staff to work with clients and community groups in identifying problems and in describing available departmental services and the resources of other agencies.

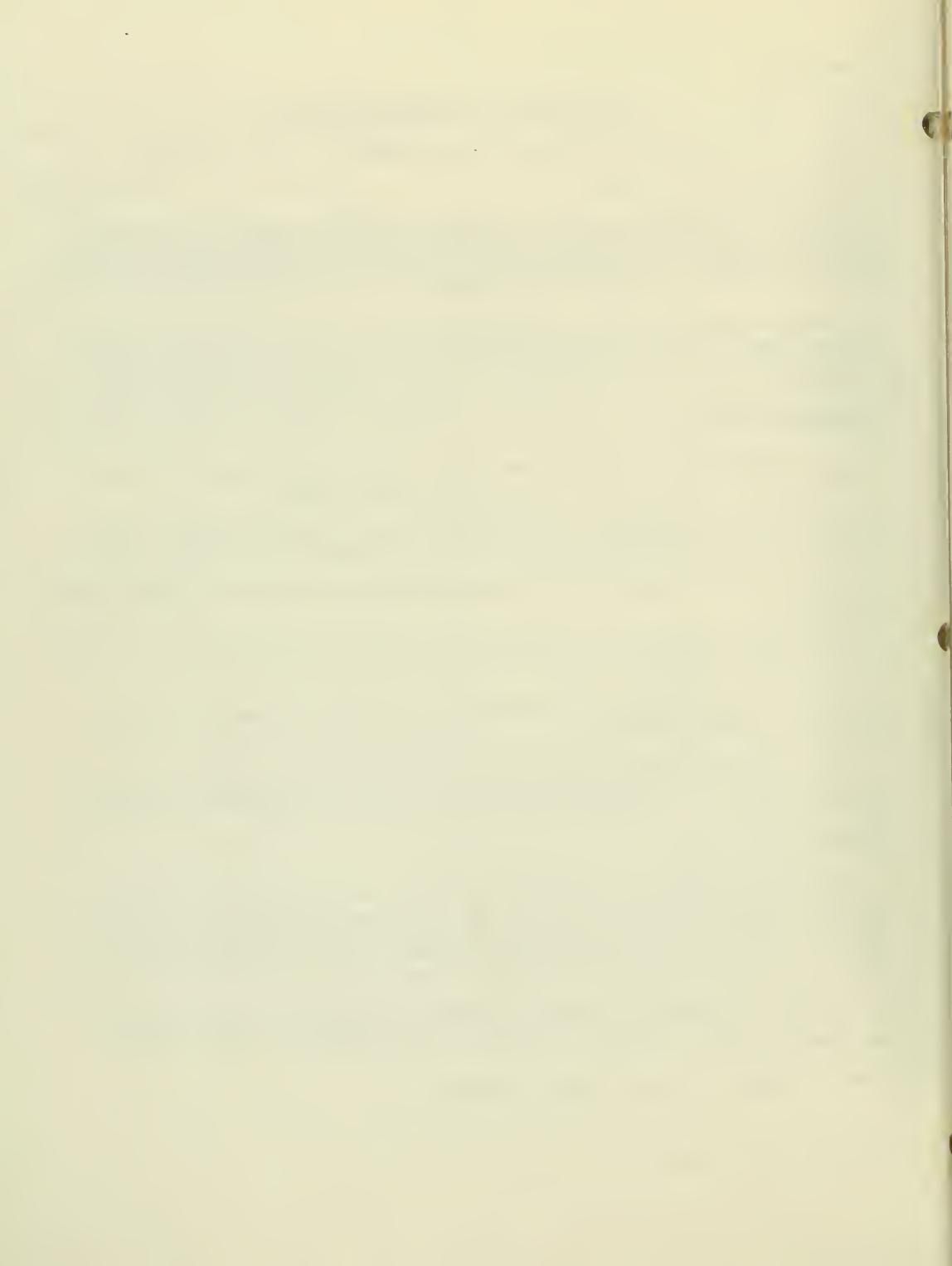
MINIMUM QUALIFICATIONS:

Training and Experience: Requires successful completion of at least one year of full-time paid experience as a New Careers employee consisting of on-the-job training and required college education in social service technology; and must be within the category of those for whom the Economic Opportunity Act or other similar Federal or State legislation is intended to benefit.

Knowledge, Abilities and Skills: Requires some knowledge and sensitivity of the problems, needs and behavior patterns of service recipients, their families and community.

PROMOTIVE LINES: No normal lines of promotion

ADOPTED: April 14, 1969



CLASS TITLE: RESOURCE INVESTIGATOR

CODE: 2902

CHARACTERISTICS OF THE CLASS:

Under general supervision, performs investigative duties to determine factual information and establish criteria for determination of eligibility of individuals for public welfare assistance; conducts exhaustive searches and interviews of available official public records and other sources to develop all necessary basic information; prepares reports of findings and conclusions; and performs related duties as required.

Requires responsibility for: carrying out and explaining existing methods and procedures applicable to resource investigating work; achieving some economies and/or preventing moderate losses thorough efficient investigative procedures which would develop financial, economic and other resources information not readily discernible; making regular contacts with the general public, persons in other departments and outside organizations and their representatives in connection with obtaining important information on specialized and confidential matters; gathering, checking and preparing important detailed reports covering financial and economic information.

EXAMPLES OF DUTIES:

1. Performs routine searches of real property and other public records, also records of banks, loan and title companies and other sources, to develop information required by welfare workers and fiscal and administrative staff employees.

2. Plans schedules for performing assigned case investigations; conducts visits to various outside organizations, record and information sources; searches probate records, civil indexes, vital statistics records, school attendance records, voters' registration, naturalization, commitment records, creditors' claims records and bank clearance; prepares related summary reports of findings.

3. Checks real property records and records pertaining to ownership transfers and related data; reviews assessor's sales books for latest status of properties and current ownership; obtains amounts of assessments and taxes for both real and personal property.

4. Obtains information from official records and instruments dealing with the sale and purchase of properties, deeds of trust and other mortgages, sales of businesses, foreclosures and other matters; searches records for evidence of aid in placing liens representing the department's financial interests.

5. Checks bank accounts of applicants for and recipients of public aid; checks ownership of safe deposit boxes; checks savings and loan accounts and other savings accounts.

6. Performs a variety of clerical duties associated with investigative and searching procedures; conducts related correspondence and prepares reports.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by commercial courses, such as bookkeeping and typing, and at lease four years of general clerical experience in legal, real

CLASS TITLE: RESOURCE INVESTIGATOR (continued)

CODE: 2902

property or taxation activities, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: real property conveyances, taxation and related legal and official records; other public record sources and general business, insurance and banking.

Requires ability to: plan and carry out varied and detailed investigative procedures and prepare accurate information and reports of findings; meet and deal effectively with representatives of many public and private agencies; cooperate with social welfare workers in various fields of public assistance.

PROMOTIVE LINES:

To: Principal Clerk

From: Original entrance examination.

Clerk

Clerk-Typist

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE:    ELIGIBILITY WORKER  
                         SENIOR ELIGIBILITY WORKER

CODE: 2903/2905

CHARACTERISTICS OF THE CLASS

Under general supervision, to perform a variety of technical duties in the review and determination of initial and continuing client eligibility for a variety of public assistance programs.

DISTINGUISHING FEATURES

Positions in this classification are responsible for carrying out well defined rules and regulations pertaining to various categorical aid programs and explaining them to applicants and the general public. Positions in this class have regular contacts with clients, their relatives, and representatives of outside agencies and the public.

2903 Eligibility Worker This is the entry level class in the Eligibility Worker series. This class is distinguished from the 2905 Senior Eligibility Worker and 2908 Hospital Eligibility Worker by tasks and duties being performed under closer supervision. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.

2905 Senior Eligibility Worker Employees within this class are distinguished from the 2903 Eligibility Worker by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the class 2903 level, or when filled from the outside, require prior related work experience.

The 2905 class is distinguished from the 2908 Hospital Eligibility Worker in that the 2908 identifies and determines client eligibility for medical coverage under the terms of various private health plans and public assistance programs, whereas the class 2905 determines client eligibility for public assistance programs and certifies for reimbursement.

Additionally, the 2905 class is distinguished from the 2913 Program Specialist in that the 2913 class performs higher level technical assignments than the 2905 class.

EXAMPLES OF DUTIES

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed."  
(CSC Rule 7)

1. Schedule and interview clients in the offices of the Department of Social Services, in the client's home, or in hospitals and various institutions to determine new or continuing program eligibility.
2. When assigned to a hospital, admit and register patients for hospital care; obtain demographic information.
3. Coordinate transfers of patients between counties; inform clients of procedures and necessary reports.

EXAMPLES OF DUTIES (Cont.)

4. Explain eligibility programs, qualification standards, policy and procedure to clients; assist clients in completion of applications, forms and reports when necessary; review and evaluate applications for completeness and accuracy; prepare client budget to determine eligibility.
5. Apply legal criteria to determine eligibility; provide recommendations regarding financial eligibility for assistance programs; determine eligibility and grant amount according to established policies and procedures; review and determine re-certification.
6. Prepare case records related to client eligibility information and financial assistance received; update case records; submit required reports.
7. Investigate statements and information received from applicant through the use of telephone or written verifications.
8. Investigate and resolve client problems involving non-receipt of benefits.
9. Review cases with supervisor in assessing the quality of the eligibility determination process and procedure.
10. Compose and prepare correspondence to clients, references, and State agencies; gather statistical data and prepare reports as required.
11. Answer questions and provide information to clients and the general public regarding assigned program area.
12. Refer clients in need of case work services to members of social service staff; may provide limited referrals to resources within the community on matters related to income maintenance; refer clients to appropriate agencies according to established procedures.
13. Perform related duties as required.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars.... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

2903 Eligibility Worker

Knowledge, Abilities, and Skills: Knowledge of: Basic interviewing and investigative skills and techniques; office procedures, methods and computer equipment; basic mathematics.

Ability to: Learn departmental programs, policies, procedures and terminology; learn principles and procedures of record keeping; learn to interpret and apply pertinent Federal, State, local and departmental laws, rules, regulations, policies and procedures regarding assigned program; learn to plan, organize and prioritize caseload; learn to interview applicants for public assistance and obtain confidential information relative to personal, family, financial, medical or other circumstances of client relating to eligibility; learn to evaluate data and provide recommendations on eligibility of client; maintain accurate records and meet program deadlines; operate a computer terminal and standard office machines; make accurate mathematical computations; type and enter data at a speed necessary for successful job performance; effectively communicate with and elicit information from clients in difficult situations; apply Federal, State, and local Equal Employment, Affirmative Action, and Civil Rights laws, procedures, and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

CLASS TITLE: ELIGIBILITY WORKER  
SENIOR ELIGIBILITY WORKER

CODE: 2903/2905

QUALIFICATIONS (Cont.):

2905 Senior Eligibility Worker

In addition to the knowledge and abilities for 2903 Eligibility Worker:

Knowledge, Abilities, and Skills: Knowledge of: Principles and practices of caseload management; Federal, State, and local laws, rules, regulations, policies, and procedures regarding assigned program area; services offered by related agencies; departmental programs, policies, procedures and terminology.

Ability to: Interview applicants for public assistance and obtain appropriate information, often in different languages, or dialects of English; accurately gather, record and evaluate data necessary for the determination of eligibility; interpret and apply Federal, State and local policies, procedures, laws and regulations; work independently with minimal supervision.

2903 ADOPTED: 2/13/68; AMENDED: 1/17/72

2905 ADOPTED: 7/13/70; AMENDED: 1/17/72; 11/17/80

2903/2905 AMENDED: 3/15/93

#4356c



CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

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**JOB CODE TITLE: HUMAN SERVICES TECHNICIAN**

**JOB CODE: 2904**  
**Business Unit: COMMN**

**DEFINITION:** Under immediate supervision, the Human Services Technician, assists Social Workers and Protective Services Workers in the careful and courteous provision of supportive services to clients of Human Services programs. Services may include but are not limited to care, home management, transportation, supervision of routine visits, case aide work, absent parent searches and training and monitoring IHSS providers.

**DISTINGUISHING FEATURES:** The 2904 Human Service Technician is distinguished from the 2910 Social Worker in that the 2904 code is a para-professional job code, responsible for providing supportive services to clients and assisting professional-level job codes such as Social Worker and Protective Services Worker. Positions in this job code are responsible for assisting clients in various programs. Positions in this job code have regular contacts with clients, their relatives, and representatives of outside agencies and the public.

**SUPERVISION EXERCISED:** None

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

*According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code(s) and are not intended to be an inclusive list.*

**IN ALL PROGRAMS:**

1. Transport clients to and from appointments, shopping, and visits, both inside and outside of San Francisco.
2. Accompany and assist Protective Services Workers with field activities.
3. Carry items and/or small children weighing up to 40 lbs.
4. Transport case material and/or deliver legal notices, requests, and retrieve records.
5. Perform nurturing care of neglected or abused clients.
6. Consult with professional staff regarding casework and recommend casework services, prepare reports.
7. Perform housekeeping duties.
8. Perform general office support duties including photocopying, filing, answering the telephone, maintain case files, complete various forms and using a computer.
9. Assist in maintaining client case records by ensuring they are correctly filed, identifying and obtaining missing documents, filing new materials and updating standard forms.
10. Act as case aide to and assist social work staff by performing home and collateral visits to gather information, obtain medical, school and legal records and by other methods; prepare documentation of these activities.
11. Explain programs, qualification standards, policy and procedure to clients; assist clients in completion of applications, forms and reports when necessary; review and evaluate applications for completeness and accuracy.
12. Maintain case records related to client information and financial assistance received; update case records; submit required reports.
13. Refer clients in need of case work services to members of Human Service staff; may provide limited referrals to resources within the community on matters related to income maintenance; refer applicants to appropriate agencies according to established procedures.
14. Assist in locating and referring clients to appropriate resources for therapy, child care, educational programs, medical care, psychological evaluations, etc.; contact service providers, provide necessary referral information, coordinate appointment times with client if appropriate.
15. Reserve, use, and safely maintain county vehicles in accordance with official policies and procedures; make age-appropriate travel preparations for clients and assist clients during travel.
16. Perform related duties and responsibilities as assigned.

**IN ADULT SERVICES PROGRAM:**

17. Make routine home visits/interview clients to observe, record, and report living conditions.
18. Learn and maintain knowledge of appropriate work standards and state regulations associated with independent providers serving clients..
19. Train and monitor independent providers serving clients.
20. Assist aged or disabled clients of the Department of Human Services; prepare meals; perform marketing, laundering, cleaning of premises, and other services for clients.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:** (continued)**IN FAMILY AND CHILDREN'S SERVICES PROGRAM:**

21. Supervise routine parental visits following specific instructions from Protective Services Workers, between parents and children in out-of-home placement at the office or other location designated by the Case Manager; receive specific instruction regarding the visits and inform parents of the guidelines and limitation of the visit; observe and record parent/child interaction; terminate visit if parent speaks or acts inappropriately.
22. Conduct absent parent searches according to official policies and procedures, as directed by the Case Manager.
23. Conduct routine home visits to children placed in out-of-home care as directed by the Case Manager or Supervisor; prepare a brief written report of each visit.
24. Assist in the placement of children by completing forms required for the foster care payment system and foster care information system; assist in gathering the necessary documentation for special board rate requests and renewals and for foster care eligibility renewals.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

**Knowledge of:** Physical care of clients; home-management techniques; standard office procedures and practices; computers; principles of nutrition, hygiene, and childcare; cultural values and diversity; and, basic mathematics.

**Ability to:** Objectively observe and deal with the behavior of clients from diverse cultural and socio-economic backgrounds, particularly in angry or hostile situations; deescalate volatile situations; promote and maintain professional, cooperative working and client relationships sometimes in difficult situations; understand, interpret and apply rules, regulations, and policies both inside and outside of the department, and understand terminology and services offered by departmental programs; meet program deadlines; perform manual tasks commonly associated with housekeeping; instruct members of the household in good home management practices; recognize and report child or elder abuse; respond appropriately to the needs of the clients; handle crisis situations; effectively communicate orally and in writing, and elicit information from clients, sometimes in difficult situations; complete high volumes of work at a speed necessary for successful job performance; keep records; effectively learn, plan, organize, and prioritize caseload; work independently with minimal supervision; safely operate an automobile; and, maintain confidentiality.

**EXPERIENCE AND TRAINING GUIDELINES:****FOR POSITIONS IN ADULT SERVICES:**

1. One year of experience as a para-professional in a direct service capacity working with elders or dependent adults in a public or private agency or school. An example of qualifying experience would be a case aide or para-professional in an adult services or in-home supportive services program, adult care facility, group home, residential treatment facility, shelter workshop for developmentally delayed, or nutritional sites.

**FOR POSITIONS IN FAMILY AND CHILDREN'S SERVICES:**

1. One year of experience as a para-professional directly responsible for the care of children in a public or private agency or school. An example of qualifying experience would be a childcare worker in a group home or residential treatment facility or teacher's aide or para-professional in a family and children's program or school. Babysitting is not qualifying experience.
2. Some positions may require possession of a current California Class 3C driver license.
3. Some positions may involve bending, stooping, lifting, and carrying small children and/or grocery bags/boxes weighing up to 40 pounds. For those positions this requirement will be tested during the probationary period.

**Effective date:** February 24, 1970

**Amended date:** March 15, 1993

**Retitled and Amended Date:** January 14, 2000

**REASON FOR AMENDMENT:** To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

CLASS TITLE: SOCIAL WORKER TRAINEE

CODE: 2906

CHARACTERISTICS OF THE CLASS:

Under immediate supervision, and in accordance with well defined policies and procedures, assists in performing various routine phases of public assistance work, including related office duties in order to relieve professional social workers of such tasks; and performs related duties as required.

Requires normal responsibility for: following established methods and procedures and oral and written instructions; achieving minor economies and/or preventing minor losses through efficient use of equipment, materials and supplies; making routine contacts with other employees, applicants, recipients and their families; preparing routine records and reports with reference to maintenance of case records and gathering and compiling routine financial, statistical and other regular operational data.

Note. This class is designed to recruit personnel who have successfully completed college and who have a high degree of interest in and aptitude for social service work. Normally, workers remain in this class from six months to one year, after which they have opportunities to advance to higher level social service work. Employees in this class carry more limited assignments than do regular social workers and usually work under close supervision. Assignments consist generally of all types and degrees of difficulty, selected to help the worker adapt his knowledges and skills to the various welfare programs. Supervision is provided to help the worker to learn: (1) agency functions, (2) policies and procedures, and (3) established methods in rendering various services.

As experience is gained, a trainee carries an increasingly greater responsibility, and works with less detailed supervision; however, eligibility determinations and work methods continue to receive close check and review.

EXAMPLES OF DUTIES:

1. Studies and learns to apply the principles and techniques of social work; receives instructions from and discusses various routine matters concerning case problems with professional social workers.

2. Performs non-professional assignments in one or more units of the department; assists professional social workers as required or assigned; performs related selected office duties of a routine nature.

3. Assists applicants and recipients in utilizing available resources provided for individual needs; learns to interpret and apply established policies, rules and regulations to applicants, recipients and others.

4. Assists in performing research work by gathering, assembling and compiling data and information required for various studies and reports.

5. May accompany a social worker in conducting home visits and assisting with routine matters; may assist in preparing related summaries for case records.

CLASS TITLE: SOCIAL WORKER TRAINEE (Continued)

CODE: 2906

6. Assists in carrying out various procedures with reference to the preparation and processing of forms, work reports and related statistics..

7. May assist social workers assigned to service hospital patients by performing clerical and related duties usually performed by "eligibility workers", including the compilation of social and economic data and other information concerning patients and case histories; may assist patients to adjust to practical routines and procedures, and to hospital environment; may act as liaison in giving general information to patients, relatives and others concerned.

8. May be assigned to assist with the detailed preparation, compilation and periodic revision of family case budgets and prepare and process related forms and records both in connection with new applicants and established recipients.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree, with major course work in social service; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires general knowledge of: the provisions of the welfare and institutions code pertaining to old age security, aid to the blind, aid to needy children, aid to the needy disabled and indigent aid; the techniques of interviewing and recording as applied to social service case work.

Requires ability to: obtain facts and recognize matters which are relevant and significant; make preliminary determinations of eligibility for public assistance on the bases of current laws, rules and regulations, interpret the public assistance program to applicants, recipients and others.

Requires some skill and ability to: interview persons effectively and get along well with others; analyze situations accurately and adopt correct courses of action; present oral and written reports concisely and clearly.

Requires initiative, tact, perseverance and willingness to perform clerical work and routine welfare duties under close supervision.

PROMOTIVE LINES:

To: Social Worker

From: Original entrance examination

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ELIGIBILITY WORKER SUPERVISOR

CODE: 2907

CHARACTERISTICS OF THE CLASS

Under direction, to supervise, assign, review and participate in the work of a unit responsible for the review and determination of initial and continuing client eligibility for a variety of public assistance programs; and to perform a variety of technical tasks relative to assigned area of responsibility.

DISTINGUISHING FEATURES

This is a first full line supervisor class which assumes responsibility for and participates in the work of a unit responsible for the review and determination of initial and continuing client eligibility for a variety of public assistance programs.

Positions in this classification are responsible for explaining and enforcing well-defined regulations and procedures pertaining to public assistance or related programs. Positions have responsibility for supervising the maintenance of case records and related statistics and submitting reports on the activities of the unit. Positions in this class have regular contacts with clients, their relatives, and representatives of outside agencies and the public.

The 2907 Eligibility Worker Supervisor is distinguished from the 2909 Hospital Eligibility Supervisor in that the 2907 class is responsible for supervising the determination of client eligibility and certification for reimbursement, while the 2909 class is responsible for supervising the determination of client eligibility for medical coverage under the terms of various private health care plans and public assistance programs including Medi-Cal and Medicare.

EXAMPLES OF DUTIES

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Plan, prioritize, assign, supervise and review the work of a unit involved in a public assistance program area responsible for providing for the review and determination of initial and continuing client eligibility for a variety of public assistance programs.
2. Participate in the selection of unit staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
3. Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services; implement policies and procedures.
4. Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
5. Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
6. Review and evaluate staff work in determining financial eligibility for assistance programs; verify eligibility and financial assistance levels according to established policies and procedures; review completed cases with respect to eligibility factors, budget computations, changes in grant and terminations of grant; recommend corrective action when required.
7. Review and interpret administrative letters, memos and manual revisions with staff; investigate and respond to reports of program misuse.
8. Explain eligibility programs, qualification standards, policy and procedure to clients; assist clients in completion of applications, forms and reports when necessary; review and evaluate applications for completeness and accuracy; when necessary prepare client budget to determine eligibility.

## EXAMPLES OF DUTIES (Cont.):

9. Apply legal criteria to determine eligibility; provide recommendations regarding financial eligibility for assistance programs; determine eligibility and grant amount according to established policies and procedures; review and determine re-certification.
10. Prepare case records related to client eligibility information and financial assistance received; update case records; submit required reports.
11. Investigate statements and information received from client through the use of telephone or written verifications.
12. Investigate and resolve client problems involving non-receipt of benefits.
13. Compose and prepare correspondence to applicants, references, and State agencies; gather statistical data and prepare reports as required.
14. Coordinate transfers of clients between counties; inform clients of procedures and necessary reports.
15. Refer clients in need of case work services to members of social service staff; may provide limited referrals to resources within the community on matters related to income maintenance; refer client to appropriate agencies according to established procedures.
16. Perform related duties as required.

## QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars.... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities, and Skills: Knowledge of: Operations, services and activities of the assigned public assistance unit; principles of supervision, training and performance evaluation; procedures, methods and techniques of determining initial and continuing eligibility; pertinent Federal, State, and local laws, codes and regulations; services provided by related agencies; interviewing and investigative skills and techniques; office procedures, methods and computer equipment; principles and procedures of record keeping and reporting; principles of human behavior; principles and practices of caseload management; departmental programs, policies, procedures and terminology; legal systems pertaining to assigned program area; supervise, organize, and review the work of technical and clerical personnel.

Ability to: Select, supervise, train and evaluate staff; interpret and apply Federal, State, local, and Departmental policies, procedures, laws and regulations; prepare clear and concise reports; audit records to determine accuracy of staff; analyze and interpret information and recommend and implement effective course of action; accurately gather, record and evaluate data necessary for the determination of eligibility for various public assistance programs; interview applicants for public assistance and obtain appropriate information; perform the full scope of the duties assigned to the unit; operate a computer terminal and standard office machines; effectively communicate with and elicit information from clients in difficult situations, often in different languages, or dialects of English; interpret and apply federal, state, and local Equal Employment, Affirmative Action, and Civil Rights laws, procedures, and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

ADOPTED: 1/7/72

AMENDED: 3/15/93

#4358c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: HOSPITAL ELIGIBILITY WORKER

CODE: 2908

CHARACTERISTICS OF THE CLASS

Under general supervision, performs a variety of hospital registration, admitting and discharge functions with the objective of determining eligibility for medical coverage under the terms of various private and public health care and financial assistance programs including Medi-Cal and Medicare to maximize hospital reimbursement and facilitate patient care.

DISTINGUISHING FEATURES

Positions in this classification are responsible for carrying out and explaining the provisions of various health care programs as well as the policies and procedures of the hospital as they pertain to a variety of registration, admitting, and discharge functions and for the determination of eligibility for appropriate payor sources for medical treatment. Positions in this class have regular contacts with patients, their relatives, hospital staff, and representatives of outside agencies and the public.

The 2908 Hospital Eligibility Worker is distinguished from the 2903 Eligibility Worker by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

The 2908 Hospital Eligibility Worker is distinguished from the 2905 Senior Eligibility Worker in that class 2908 identifies and determines client eligibility for medical coverage under the terms of various private health plans and public assistance programs, whereas class 2905 determines client eligibility for public assistance programs and certifies for reimbursement.

EXAMPLES OF DUTIES

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Explain programs, qualification standards, policy and procedure to patients; assist patients in completion of applications and forms when necessary; review and evaluate applications for completeness and accuracy; prepare patient budget to determine eligibility.
2. Conduct interviews with patients, their relatives and others in order to identify and determine patient eligibility for coverage of medical care under various Federal or State programs or under the provisions of private, fraternal, union or other health care plans; verify hospitalization insurance and arrange for billing of the appropriate agency or health care plan; continually reviews patient's case files to update vital statistics.
3. Obtain medical information pertaining to patients eligibility status from hospital staff; attend ward rounds with appropriate staff.
4. Determine patient eligibility for a third party payment source according to established policies and procedures including private health insurance plans, victims of crime, workers' compensation, and lawsuit settlements.
5. Participate in generating revenue for the hospital.
6. Initiate and obtain approval of extension of Medi-Cal coverage for emergency and elective admissions.

## EXAMPLES OF DUTIES (continued)

7. Prepare records related to patient eligibility information and health care payment received; update records; submit required reports.
8. Investigate statements and information received from applicant through the use of telephone or written verifications.
9. Review cases with supervisor in assessing the quality of payment source determination process and procedure.
10. Compose and prepare correspondence to patients, references, and State agencies; gather statistical data and prepare reports as required.
11. Coordinate transfers of patients between various hospitals or medical facilities; inform patients of procedures and necessary reports.
12. When assigned to a long term care facility, may regulate patient finances by paying bills to maintain patient eligibility and entitlement to various benefits; may facilitate burial arrangements and final disposition of estate.
13. Refer non-payment cases to appropriate authority for legal action.
14. Answer questions and provide information to patient and the general public regarding assigned program area.
15. Assist in registering patients into the hospital; provide assistance to patients in completing applications; make referrals to Social Service agencies.
16. Perform related duties as required.

## QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars.... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

**Knowledge, Abilities, and Skills:** Knowledge of: Procedures, methods and techniques of assessing and screening for eligibility for reimbursement from Medi-Cal, Medicare, and other public and private medical/financial assistance programs; procedures and policies of patient registration and admitting; provisions of major public and private health care plans; departmental programs, policies, procedures and terminology; medical terminology; principles and procedures of record keeping; interviewing and investigative skills and techniques; office procedures, methods and computer equipment; basic mathematics;

Ability to: Interview applicants to obtain appropriate information and to determine eligibility for reimbursement from third party payment source, often in different languages or dialects of English; accurately gather, record and evaluate data necessary for the determination of eligibility; evaluate data and provide recommendations on patient eligibility; interpret and apply Federal, State, local, hospital and Departmental policies, procedures, laws and regulations; work independently with minimal supervision; maintain accurate records and meet program deadlines; operate a computer terminal and standard office machines; make accurate mathematical computations; plan, organize and prioritize workload; type and enter data at a speed necessary for successful job performance; exercise sensitivity to the needs of the indigent sick; establish effective working relationships with representatives of public and private health care services; effectively communicate with and elicit information from patients and collaterals in difficult situations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

ADOPTED: 5/20/74

AMENDED: 3/15/93  
#4378c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: HOSPITAL ELIGIBILITY WORKER SUPERVISOR

CODE: 2909

CHARACTERISTICS OF THE CLASS

Under direction, supervises, assigns, reviews and participates in the work of a unit responsible for a variety of hospital registration, admitting and discharge functions with the objective of determining eligibility of patients for assistance under the terms of various public and private health care and financial assistance programs including Medi-Cal and Medicare to maximize hospital reimbursement and facilitate patient care; and performs a variety of technical tasks relative to assigned area of responsibility.

DISTINGUISHING FEATURES

This is a full line supervisor class which assumes responsibility for and participates in the work of a unit responsible for a variety of registration, admitting, and discharge functions and for the determination of eligibility for appropriate private and public payor sources for medical treatment.

Positions in this classification are responsible for explaining and enforcing regulations and procedures pertaining to public health assistance and related programs, and for exercising independent judgement in assessing and resolving patient accounts and complex reimbursement issues. Positions in the subject class differ from those in class 2908 which perform journey level functions, in that the former have responsibility for supervising the maintenance of records and related statistics and submitting reports on the activities of the unit. Positions in this class have regular contacts with patients, their relatives, hospital staff, and representatives of outside agencies and the public.

The 2909 Hospital Eligibility Worker Supervisor is distinguished from the 2907 Eligibility Worker Supervisor in that the 2909 class is responsible for supervising the determination of client eligibility for medical coverage under the terms of various private health care plans and public assistance programs including Medi-Cal and Medicare, while the 2907 class is responsible for supervising the determination of client eligibility and certification for reimbursement.

EXAMPLES OF DUTIES

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Plan, prioritize, assign, supervise and review the work of a unit responsible for providing the review and determination of eligibility of patients for medical treatment under the terms of various public and private medical and financial assistance programs including Medi-Cal, Medicare and other third party payors.
2. Participate in the selection of unit staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures as required.
3. Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services; implement policies and procedures.

## EXAMPLES OF DUTIES (Continued)

4. Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
5. Assist in the preparation and monitoring of the budget.
6. Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
7. Review and evaluate staff work in determining financial eligibility for a variety of payment sources; verify eligibility and financial assistance levels according to established policies and procedures; review completed cases with respect to eligibility factors and billing recommendations.
8. Maintain on-going effective communication with various clinical staff including radiology staff, nursing staff and physicians.
9. Review and interpret administrative letters, memos and changes in program regulations; evaluate impact of changes on internal procedures and hospital reimbursement for patient care.
10. Explain third party payment source programs, qualification standards, policy and procedure to patients; assist patients in completion of applications and forms when necessary; review and evaluate Medi-Cal applications for completeness and accuracy; when necessary, prepare patient budget to determine eligibility.
11. Apply rules and regulations to determine eligibility; provide recommendations regarding financial eligibility for health assistance programs; determine eligibility for third party payment source amount according to established policies and procedures.
12. Prepare records related to patient eligibility information and payment source received; update records; submit required reports.
13. Investigate statements and information received from patient and families through the use of telephone or written verifications.
14. Maintain current knowledge of Federal, State, or private medical plans; assure updating of staff on changes as required.
15. Act as liaison with public and private medical care plans, outside institutions and community organizations.
16. Prepare statistical summaries of work performed by staff in reporting areas.
17. Compose and prepare correspondence to inform staff of changes in policy or procedures; maintain providers eligibility and procedures manual.
18. Oversee coordination of transfers of patients between various hospitals or medical facilities; ensure patients are informed of transfer procedures.
19. Oversee assignment of beds for patients being admitted; monitor bed availability; maintain a safe and clean work environment for employees.
20. May oversee workers assigned to a long term care facility; supervise the regulating of patient finances, facilities of burial arrangements, and disposition of estate.
21. Oversee the maintenance and operation of computer and manually operated data equipment; monitor adequacy of office supplies and forms; order supplies and forms as required; prepare biweekly master payroll roster.
22. Perform related duties as required.

CLASS TITLE: HOSPITAL ELIGIBILITY WORKER SUPERVISOR

CODE: 2909

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars.... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

**Knowledge, Abilities, and Skills:** Knowledge of: Operations, services and activities of the assigned public health assistance unit; principles of supervision, training, motivation, and performance evaluation; comprehensive knowledge of provisions

of the major Federal, State and private health care plans; major categorical aid programs of welfare agencies; community resources available to patients; procedures, methods and techniques of determining eligibility for reimbursement from Medi-Cal, Medicare and other public and private medical/financial assistance programs; procedures and policies of patient registration and admitting; pertinent Federal, State, and local laws, codes and regulations; interviewing and investigative skills and techniques; office procedures, methods and computer equipment; principles and procedures of record keeping and reporting; principles of human behavior; departmental programs, policies, procedures and terminology; medical terminology; relationship of medical condition or illness to eligibility for health care related programs; legal systems pertaining to assigned program area; principles and procedures of patient rights and confidentiality.

Ability to: Supervise, organize, and review the work of technical and clerical personnel; select, supervise, train and evaluate staff; interpret and apply Federal, State, local, hospital, and Departmental policies, procedures, laws and regulations; prepare clear and concise reports; audit records to determine accuracy of staff's performance; analyze and interpret information and recommend and implement effective course of action; gather, record and evaluate data necessary for determining eligibility for various public health assistance programs; interview patients/clients to obtain appropriate information and determine proper eligibility; perform the full scope of the duties assigned to staff in the unit; operate a computer terminal and standard office machines; effectively communicate with and elicit information from patients and others in difficult and stressful situations; calm potentially disruptive or explosive situations; interpret and apply various health assistance programs' procedures and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

ADOPTED: 5/20/74

AMENDED AND RETITLED: 3/15/93

#4379c



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SOCIAL WORKER  
SENIOR SOCIAL WORKER

CODE: 2910/2912

CHARACTERISTICS OF THE CLASS

Under direction, to perform a variety of professional social work duties involving casework, client management, and continuing client investigation and processing for social work programs in adult services and family and children services.

DISTINGUISHING FEATURES

Positions in the 2910/2912 Social Worker/Senior Social Worker classification assume responsibility for carrying out and explaining established methods and procedures to applicants, recipients and others. Positions provide social services through careful and judicious interpretations of various legal provisions, methods and procedures in approving, recommending, or authorizing expenditures for assistance. Positions have regular contacts with applicants, recipients, their families and others concerned, employees and other departments and organizations. Positions in this class gather, compile, and review important detailed, financial, personal and confidential information.

2910 Social Worker This is the entry level class in the Social Worker series. This class is distinguished from the 2912 Senior Social Worker by tasks and duties being performed under closer supervision.

2912 Senior Social Worker Employees within this class are distinguished from the 2910 Social Worker by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the class 2910 level, or when filled from the outside, require prior related work experience.

EXAMPLES OF DUTIES

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Schedule and interview applicants to determine new or continuing service needs; conduct in-home interviews as necessary; investigate statements and information received from applicant through the use of telephone or written verifications; evaluate information to establish eligibility; determine amount of assistance eligibility.
2. Prepare requirements for eligible cases to establish financial assistance; authorize services as necessary; prepare necessary forms in accordance with procedures.
3. Assess, formulate and develop a service plan for client needs; develop goals and plan of action; provide case management activities including identifying and assessing client needs; coordinate and monitor services; prepare reports and reassessments; advise and counsel clients regarding family, economic, physical and emotional situations.

EXAMPLES OF DUTIES (Cont.):

4. Refer clients or general public to other agencies according to established policies; coordinate service with public and private agencies and community resources.
5. Establish and maintain complete files on assistance clients; document case files as necessary; maintain daily log and narrative on assigned cases.
6. Study and evaluate case records of recipients to determine conformance with established legal provision, policies, procedures, interpretations, and instructions to determine further courses of action.
7. Answer questions and provide information to applicants, clients and the general public; assist clients in preparing forms and reports.
8. Present orientations for community agencies; establish and maintain contacts with local organizations, nonprofit agencies, business and other interested groups in promoting community resources program; initiate and mediate case conferences between workers and staff of service provider contractors.
9. Serve as client advocate; provide emergency, crisis or general intervention for client; investigate and resolve client problems involving non-receipt of benefits; provide transportation as required for clients.
10. Monitor, interact and supervise children during intake process; perform meal preparation; assist children in daily needs; transport children to placement location.
11. Investigate adult abuse cases, neglect and exploitation reports; interview clients, alleged perpetrator and other references.
12. Compose and prepare correspondence to applicants, references, and coordinating State agencies.
13. Coordinate transfers of clients between counties; inform clients of procedures and necessary reports.
14. Gather data, make recommendations, and prepare reports as required.
15. Perform related duties as required.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars.... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

2910 Social Worker

Knowledge, Abilities, and Skills: Knowledge of: Interviewing and investigative skills and techniques; office procedures, methods and computer equipment; basic operations, services and activities of social services programs; pertinent Federal, State, and local laws, codes and regulations as related to assigned program responsibility; principles and procedures of record keeping and reporting; analytical and problem solving methodology; principles and practices in the analysis of physical, psychological and social factors contributing to maladjustment; socioeconomic conditions and trends.

CLASS TITLE: SOCIAL WORKER  
SENIOR SOCIAL WORKER

CODE: 2910/2912

QUALIFICATIONS (Cont.):

Ability to: Learn departmental programs, policies and procedures; learn basic principles of case management; learn to interpret and apply pertinent Federal, State and local laws, codes and regulations; effectively communicate with and elicit information from clients in difficult situations; prepare clear and concise reports; accurately gather, record and evaluate data necessary for the determination of eligibility for protective services and various public assistance programs; operate a computer terminal and standard office machines; analyze and interpret information and recommend and implement corrective courses of action; gain cooperation through effective communication; interpret and apply federal, state, and local Equal Employment, Affirmative Action, and Civil Rights laws, procedures, and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

2912 Senior Social Worker

In addition to the knowledge and abilities for 2910 Social Worker:

Knowledge, Abilities, and Skills: Knowledge of: Principles and practices of case management; principles and practices of client relations and caseload management; methods and techniques of crisis intervention; pertinent Federal, State, local and departmental laws, policies and procedures; services provided by related agencies services.

Ability to: Exercise sound judgment in the performance of duties; demonstrate skill in more difficult and complex casework; consider personal and psychological factors in difficult situations; act effectively under stressful situations; interpret and apply Federal, State and local policies, procedures, laws and regulations; work independently with minimal supervision.

2910/2912 AMENDED: 3/15/93

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3

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ELIGIBILITY APPEALS SPECIALIST

CODE: 2911

CHARACTERISTICS OF THE CLASS:

Under direction performs difficult, complex investigations in connection with appeals of eligibility determinations; prepares cases and represents the department at hearings; assures resolution of cases by appropriate timely referral or compliance; and performs related duties as required.

DISTINGUISHING FEATURES:

Class 2911 Eligibility Appeals Specialist is distinguished from other Eligibility Worker classifications by its responsibility for the completion of mandated appeals investigations for the Department of Social Services. Duties involve research, documentation and presentation of information and evidence in administrative law hearings, or municipal or superior courts. Positions in this class are further distinguished from others in the Eligibility Worker series by the responsibility for providing direction to other workers in the performance of those duties involving compliance with appeal procedures.

EXAMPLES OF DUTIES:

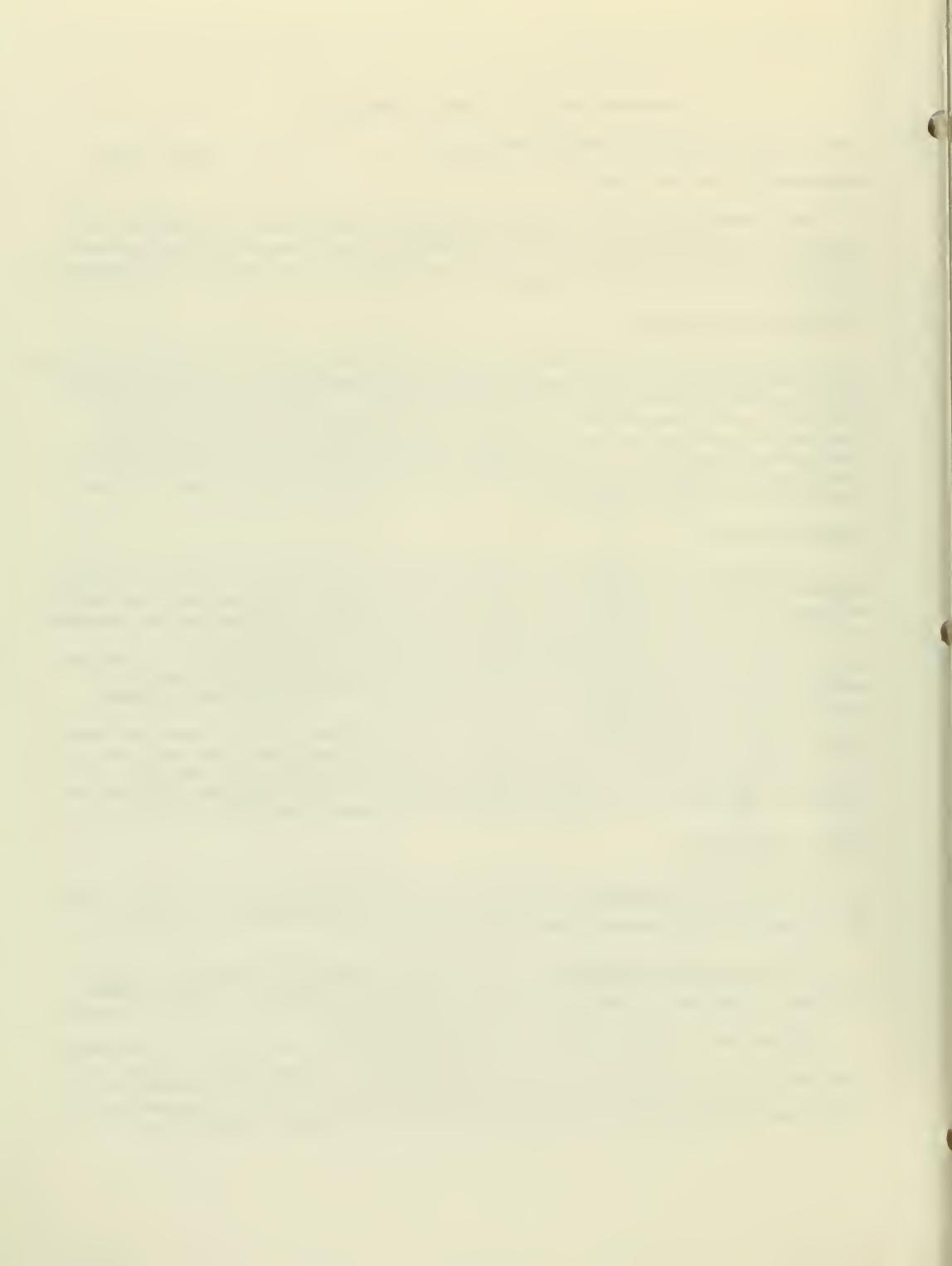
1. Conducts investigations of cases in which the client has appealed a decision regarding eligibility or amount of grant; verifies, reviews and analyzes case records and other pertinent documents; investigates by telephone, correspondence and personal interview all factors relating to client's eligibility for assistance.
2. Prepares cases and represents the Department of Social Services at hearings conducted by the State Department of Social Services; presents oral arguments, examines witnesses, defends the county's interpretation of regulations and makes legally binding stipulations.
3. Explores the feasibility of pre-hearing settlements with clients and their representatives and makes recommendations to resolve issues and effect settlements.
4. Effects compliance with the adopted hearing decision by determining appropriate county actions; advises departmental staff of such actions, and monitors compliance measures; may recommend that the county appeal the hearing decision.

MINIMUM QUALIFICATIONS:

Training and Experience: Graduation from high school or its equivalent and two years of experience as an eligibility worker, preferably including one year in the Aid to Families with Dependent Children program.

Knowledge, Abilities and Skills: Requires a thorough knowledge of the Aid to Families with Dependent Children program, a working knowledge of the other income maintenance programs and familiarity with types of services provided by the Department of Social Services and with available community resources.

Requires the ability to analyze complex regulations, apply them to the evaluation of a variety of situations and to make recommendations for appropriate action; deal effectively with clients, private and public agencies, departmental personnel at all levels and the general public; make clear concise written and oral presentations; and effect timely and appropriate compliance with state and federal regulations.



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SAN FRANCISCO  
PUBLIC LIBRARYCITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**JOB CODE TITLE: PROGRAM SPECIALIST****JOB CODE: 2913**

Business Unit: COMMN

**Definition:** Under supervision, performs a variety of specialized duties in the assigned support program including Fraud Early Detection (F.R.E.D.), Handbook, Training, Quality Control, Appeals, Overpayments, or Department of Public Health Programs.

**Distinguishing Features:** Positions in this job code are responsible for carrying out specialized functions for an assigned program and performing specialized duties which require a comprehensive knowledge of Federal, State, local and departmental policies, procedures, rules and regulations.

The 2913 Program Specialist is distinguished from the 2905 Senior Eligibility Worker in that incumbents in the 2913 job code perform more advanced, technical assignments. The 2913 job code is distinguished from the Class 2916 Social Work Specialist in that the latter positions are assigned technical program support duties in social work programs.

**Supervision Exercised:** The Program Specialist may direct the work of clerical staff.

**Examples of Important and Essential Duties:**

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

**When assigned to the Fraud Early Detection (F.R.E.D.) program:**

1. Detect and prevent fraudulent claims for public assistance; verify information submitted during the application/certification process.
2. Provide advice, guidance and recommendations to Department staff and the general public on Department services and program policies and procedures; provide information to Department staff regarding client needs identified during home visits.
3. Conduct field investigations and home visits often in situations requiring communication with individuals who may have medical (e.g., drug or alcohol), psychiatric, or aggressive behavior problems; contact and interview a variety of agencies and individuals to verify and collect information including client, collateral contacts, credit bureaus, Department of Motor Vehicles, Registrar of Voters, Assessor's Office, and Recorder's Office.
4. Review cases for discrepancies; evaluate data for errors, inconsistencies, and discrepancies.
5. Prepare investigation reports; provide recommendations regarding client's eligibility for public assistance; present information to appeals unit and court for possible prosecution.
6. Explain rules and regulations of various programs to clients regarding eligibility or basis for denial or discontinuance.
7. Perform related duties as assigned.

**When assigned to Handbook program:**

1. Develop, revise and update Department policies and procedures; provide policy interpretation in assigned program area; develop and monitor policies and procedures for new and revised federal and state regulations.

**Examples of Important and Essential Duties:****When assigned to Handbook program:** (continued)

2. Provide advice, guidance and recommendations to Department staff and the general public on Department services and program policies and procedures; provide information to Department staff regarding resources available to meet client needs.
3. Develop and prepare manual material on new and revised Department policies and procedures; develop new forms and revise current forms for use in public assistance programs; maintain resource files and records related to new and revised Department policies and procedures.
4. Compile and prepare reports to the legislature; research information for use in legal proceedings; testify in legal proceedings as required.
5. Perform related duties as assigned.

**When assigned to the Training program:**

1. Provide advice, guidance and recommendations to Department staff and the general public on Department services and program policies and procedures; provide information to Department staff regarding resources available to meet client needs.
2. Provide policy interpretation for the training program; evaluate and determine training needs for assigned program; coordinate and conduct program training.
3. Assess impact of new or revised programs; research Federal and State laws and regulations related to new and/or revised programs; write and edit training manuals as required.
4. Evaluate the needs of new and current department staff; develop training modules related to programs and new and revised policies and procedures; maintain curriculum and training modules; schedule staff training; present training.
5. Supervise trainees during the on-the-job modules of their induction training; assess and correct their performance; evaluate trainees upon conclusion of training.
6. Perform related duties as assigned.

**When assigned to the Quality Control program:**

1. Review and monitor Department compliance to Federal and State regulations as related to public assistance programs; review guidelines related to the processing of public assistance applications; verify eligibility, correctness of payment decisions and appropriateness of the services provided.
2. Conduct field investigations for state reviews, including in-home visits and collateral contacts with a variety of information sources including state and federal agencies, financial institutions, and individuals.
3. Perform research into program and quality control regulations and procedures; prepare reports on findings; identify problems of non-compliance; recommend corrective action regarding discrepancies.
4. Perform desk reviews on public assistance cases to evaluate data for eligibility determination; provide recommendations regarding referrals for overpayment investigation and collection.
5. Review staff reports on analysis of public assistance cases.
6. Review and assess validity of review findings and conclusions regarding eligibility, payment amount and issuance.
7. Compile and submit statistical and narrative reports; provide evidence of compliance related to Federal and State policies and procedures.
8. Keep procedural manuals updated.
9. Perform related duties as assigned.

**Examples of Important and Essential Duties:**

**When assigned to the Appeals program:**

1. Conduct investigations of cases in which the client has appealed a departmental decision regarding eligibility or amount of grant; verify, review and analyze case records and other pertinent documents; investigate by telephone, correspondence and personal interview all factors relating to client eligibility for assistance.
2. Determine appropriateness of departmental actions and enter into conditional withdrawal agreement with clients as necessary.
3. Preside over General Assistance appeals, hearing arguments and rendering decisions binding over Department and client.
4. Prepare cases and represent the department at hearings conducted by the State; present oral arguments, examine witnesses, defend the department's interpretation of regulations and provide legally binding stipulations.
5. Investigate the feasibility of pre-hearing settlements with clients and their representatives; provide recommendations to resolve issues and ensure settlements.
6. Ensure compliance with the adopted hearing decision by determining appropriate action to be taken by the department; advise department staff of actions and monitor compliance; may recommend appeal of the hearing decision by the department.
7. Participate in ordering the rescission of incorrect actions and enter into negotiations.
8. Review administrative disqualification hearings, food stamp claims and civil rights compliance; determine if client was provided adequate opportunity to file complaints.
9. Represent the department with appeals/claims against the service programs including IHSS and Family and Children's Services.
10. Correspond and communicate with attorneys, representatives of various agencies and the general public.
11. Assess client services; determine if applications are handled in a proper and timely manner.
12. Perform related duties as assigned.

**When assigned to the Overpayment program:**

1. Review allegations of assistance overpayment; determine overpayment amounts if applicable; prepare related documentation; refer fraud and non-fraud overpayment; testify in court or fair hearings when required; cite various laws and regulations violated.
2. Perform a variety of duties related to the investigation and resolution of complaints and charges of fraud, abuse, misuse of program funds and violation of program regulations; write detailed reports of overpayments citing law and regulations violated.
3. Review referrals for overpayment calculations from public assistance programs and the Special Investigations Unit; determine which referrals are to be accepted; identify and document reason for rejected referrals, e.g., no violation, additional evidence, or clarification.
4. Provide consultation to department staff regarding claims; interpret and explain policies, procedures and budget calculations to staff and clients; coordinate and disseminate information regarding claims activity.
5. Perform related duties as assigned.

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**JOB CODE TITLE: PROGRAM SPECIALIST**

**JOB CODE: 2913**  
**Business Unit: COMMN**

**Examples of Important and Essential Duties:**

**When assigned to the Department of Public Health:**

1. Conduct investigations on cases which have been denied reimbursement; analyze case records to identify common reimbursement problems to be presented to health care financing agencies.
2. Prepare cases for hearings; represent the Department at hearings conducted by private insurers, various agencies and public offices.
3. Determine feasibility of pre-hearing settlements with clients/agencies; make recommendations to resolve issues and effect settlements.
4. Ensure compliance with the adopted hearing decision by determining appropriate County actions; advise departmental staff, monitor compliance measures.
5. When assigned to the AIDS/HIV Programs, conduct investigations of cases regarding eligibility for reimbursement or grant; verify, review and analyze case records and various documents; perform investigations by correspondence, telephone interview, or personal interview to obtain information relating to client/agency eligibility for assistance or reimbursement.
6. When assigned to Laguna Honda Hospital, coordinate referrals for screening including the preparation of legal and financial instruments for admission.
7. Perform related duties as assigned.

**Job Related and Essential Qualifications:**

**Knowledge of:** Operations, services, and activities of the assigned program, departmental programs policies, procedures, and terminology, pertinent Federal, State and local laws, codes and regulations as related to assigned program responsibility; interviewing and investigative techniques; procedures, methods and techniques of determining initial and continuing eligibility for public assistance, principles and procedures of record keeping and reporting; modern office procedures, methods and computer equipment.

**Ability and Skill to:** Interpret and apply Federal, State, local and Departmental policies, procedures, laws, and regulations; prepare clear and concise reports; audit records; accurately gather, record and evaluate data; analyze and interpret information and adopt effective courses of action; establish and maintain cooperative working relationships with those contacted in the course of work; effectively communicate with and elicit information from staff and clients; operate personal computers with proficiency; communicate clearly and concisely, both orally and in writing.

**Experience and Training Guidelines:**

Any equivalent combination of experience and training that would provide the required knowledge skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

**Experience:** Three years of experience in the social services and/or employment services field performing the duties of eligibility worker or employment specialist.

**License:** Some positions require possession of, or ability to obtain a valid California driver license

**Special Requirements:**

Essential duties involve the following physical skill and work environment:

Ability to work in a typical office environment; most positions involve the physical activities of sitting, standing, and lifting 5-10 lbs., and the ability to travel to different sites and conduct home visits. May require hand-eye coordination and manual dexterity for data entry and extensive VDT exposure.

**Effective Date:** 3/15/93

**Amended:** 7/21/95; 1/21/00

**Reason for Amendment:** To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis for this job code.

**CITY AND COUNTY AND OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**JOB CODE TITLE: SOCIAL WORK SUPERVISOR**

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**JOB CODE: 2914**  
**Business Unit: COMMN**

**DEFINITION:**

Under general supervision, supervises, assigns, reviews and participates in the work of a unit responsible for providing casework, client management, continuing client investigation and services for social service programs including Adult Services and Family and Children Services, and performs a variety of technical tasks relative to the assigned area of responsibility.

**DISTINGUISHING FEATURES:**

This is a first line supervisory class, which oversees and participates in the work of a unit responsible for a variety of social service programs.

The 2914 Social Work Supervisor is distinguished from the 2944 Protective Services Supervisor in that the 2914 class is responsible for supervising social work activities in the Adult and Family and Children Services programs, while the 2944 Protective Services Supervisor is responsible for supervising a unit performing child welfare or adult protective services.

Additionally, the 2914 Social Work Supervisor is distinguished from the 2915 Program Specialist Supervisor in that the latter is responsible for the supervision of staff in public assistance support programs including Fraud Early Detection, Appeals, Overpayment, Quality Control, and Training.

**SUPERVISION EXERCISED:**

The 2914 Social Work Supervisor is responsible for supervising a unit of professional, technical and clerical workers performing social work activities for adults or children, depending on division assignment.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

*According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.*

1. Plan, prioritize, assign, supervise and review the work of a unit involved in providing casework, client management, continuing client investigation and processing services for programs in Adult Services or Family and Children Services.
2. Participate in the selection of unit staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
3. Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing effective caseload management of clients; implement policies and procedures.
4. Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
5. Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
6. Review and evaluate staff work to ensure program compliance with applicable policies and procedures; review completed cases and assignments; recommend corrective action when required.
7. Review and interpret administrative letters, memos and manual revisions with staff; investigate and respond to reports of program misuse.
8. Advise staff on emergency calls of appropriate case action; advise staff of appropriate methods for handling difficult cases; suggest methods and strategies to resolve problems.
9. Compose and prepare correspondence to applicants, references, and State agencies; gather statistical data and prepare reports as required.
10. Attend and participate in community and professional groups and committees.
11. Perform the work of the unit as necessary.
12. Perform related duties as required.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

**Knowledge of:** Principles of supervision, training and performance evaluation; relevant laws and legal system pertaining to assigned program; departmental programs, procedures, policies and terminology; advanced interviewing and investigative techniques; recent developments, current literature and sources of information regarding public welfare; professional social work practices; operations, services and activities of the assigned unit; services provided by related agencies; methods and techniques of crisis intervention; principles and procedures of record keeping and reporting; physical, psychological and social factors contributing to maladjustment; current socioeconomic conditions and trends; modern office procedures.

**Ability to:** Supervise, organize, and review the work of professional, technical, and clerical personnel; select, train and evaluate staff; interpret and apply Federal, State, local, and Departmental policies, procedures, laws and regulations; perform the full scope of duties assigned to the unit; prepare clear and concise reports; audit records and reports to determine accuracy and program compliance of staff; analyze and interpret information and adopt corrective courses of action; act effectively under stressful situations; operate basic computer equipment and standard office machines; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

**EXPERIENCE AND TRAINING GUIDELINES:****Experience:**

Three years (6,000 hours) of verifiable casework experience in a public or private social service agency providing social services.

**Education:**

Possession of a Master's degree in Social Work or Counseling may substitute for one year of experience.

**License:**

Some positions require possession of or ability to obtain a valid California driver license.

**Special Requirements:**

Essential duties involve the following physical skill and environment:

Ability to work in a typical office environment: most positions involve the physical activities of sitting, standing and lifting 5-10 lbs.; ability to travel to different sites; may require hand-eye coordination and manual dexterity for data entry; may involve extensive VDT exposure.

**Effective date:** 1/12/61

**Amended date:** 3/15/93; 1/14/00

**Reason for Amendment:** To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this class.

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

JAN 28 2000

SAN FRANCISCO  
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Business Unit: COMMN

**DEFINITION:** Under general supervision, supervises, assigns, reviews and participates in the work of a unit responsible for a variety of specialized duties in the assigned public assistance program including Fraud Early Detection (F.R.E.D.), Appeals, Overpayment, Performance Measurement, and Training programs; performs a variety of technical tasks relative to the assigned area of responsibility.

**DISTINGUISHING FEATURES:** This is a first line supervisory class that assumes responsibility for and participates in the work of a unit responsible for a variety of specialized duties in the assigned support program.

The 2915 Program Specialist Supervisor is distinguished from the 2914 Social Work Supervisor in that the 2915 class is responsible for the supervision of a support program including F.R.E.D., Appeals, Overpayment, Performance Measurement, and Training, while the 2914 Social Work Supervisor is responsible for supervising a unit performing social work activities in Adult Services and Family and Children Services.

Additionally, the 2915 class is distinguished from the 2944 Protective Services Supervisor code in that the 2944 class is responsible for the supervision of a unit performing protective service activities in the Family and Children Services Program or the Adult Services Program.

**SUPERVISION EXERCISED:** The 2915 Program Specialist Supervisor is responsible for supervising Program Specialists and clerical support staff in a unit performing specialized duties in a public assistance support program.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

According to Civil Service Rule 9 the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Plan, prioritize, assign, supervise and review the work of a unit.
2. Participate in the selection of unit staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures as needed.
3. Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services; implement policies and procedures.
4. Prepare various reports on unit operations and activities.
5. Investigate complaints and recommend corrective action as necessary to resolve complaints.
6. Review and evaluate staff work to ensure program compliance with applicable policies and procedures.
7. Answer questions and provide information to the public; review assignments for accuracy and completeness.
8. Review and interpret administrative letters, memos and manual revisions with staff; investigate and respond to reports of program misuse.
9. Describe and give information regarding public assistance programs, qualification standards, policies and procedures to applicants and staff.
10. Oversee the review of reports related to assigned program; review problems and provide recommendations of corrective action on discrepancies.

**JOB CODE TITLE: PROGRAM SPECIALIST SUPERVISOR**

**JOB CODE: 2915**

**Business Unit: COMMN**

11. Compose and prepare correspondence to applicants, references, and State agencies; gather statistical data and prepare reports as required.
12. Perform related duties as required.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

**Knowledge of:** Principles of supervision, training and performance evaluation; departmental programs, policies, procedures and terminology; procedures, methods and techniques used in the assigned program; interviewing and investigative skills and techniques; office procedures, equipment and methods; principles and procedures of record keeping and reporting; principles and practices of caseload management.

**Ability and Skill to:** Supervise, organize, and review the work of technical and clerical personnel; select, supervise, train and evaluate staff; perform the full scope of the duties assigned to the unit; interpret and apply Federal, State, local, and Departmental policies, procedures, laws and regulations; prepare clear and concise reports; audit records to determine accuracy of staff; accurately gather, record and evaluate data; analyze and interpret information and adopt effective courses of action; operate standard office machines and computer equipment; effectively communicate with and elicit information from clients in difficult situations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

**EXPERIENCE AND TRAINING GUIDELINES:**

Two years of work experience in a public social service agency as an eligibility worker supervisor, employment services supervisor or program specialist.

**Effective date:** 3/15/93

**Amended date:** 1/14/00

**Reason for Amendment:** To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis for this class.

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CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: PROGRAM SUPPORT ANALYST SAN FRANCISCO  
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JOB CODE: 2917  
Business Unit: COMMN

**DEFINITION:** Under general direction, performs a variety of highly complex and responsible professional administrative duties in the planning and coordinating of the activities and programs of the assigned program; coordinates assigned functions and activities among department divisions; and provides highly responsible administrative staff assistance to the assigned executive staff.

**DISTINGUISHING FEATURES:** The 2917 Program Support Analyst is a full journey level analyst job code that performs the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance when new or unusual situations arise. Incumbents in this job code conduct studies and develop recommendations on systems, methods, procedures and general administrative questions and are expected to exercise considerable independent judgment in carrying out work assignments. Incumbents receive guidance and instruction on general program objectives, program regulations and interpretive guidelines.

This 2917 Program Support Analyst is distinguished from the 1842 Management Assistant in that the 2917 job code performs highly complex administrative duties and is responsible for specific program knowledge.

The 2917 Program Support Analyst is distinguished from the 2948 Human Services Section Manager in that the 2917 class is responsible for highly responsible staff assistance and supervision of administrative activities in the assigned program, while the 2948 has line responsibility for multiple units performing social work, employment service or income maintenance duties.

**SUPERVISION EXERCISED:** May supervise professional, technical and/or clerical employees depending on specific program assignment.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

*According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.*

1. Provide highly responsible administrative staff assistance including the conducting of specific, comprehensive analyses of a wide range of policies involving organization, procedures, finance and services.
2. Supervise and participate in the administrative activities of the assigned department; evaluate the need for and develop procedures, methods and schedules; approve the purchase of supplies, equipment, process payments and other accounts payable requests.
3. Provide technical and administrative assistance to the assigned management staff; develop, prepare and present reports, surveys and other administrative activities.
4. Participate in a variety of complex and detailed programmatic responsibilities involving problem solving.
5. Act as representative of the assigned division for internal and outside meetings, committees and commissions; prepare presentations; may act as program spokesperson to the local media.
6. May directly supervise functions as assigned.
7. Recommend goals and objectives; assist in the development of and implement policies and procedures.
8. Direct, oversee and participate in the development of the assigned work plan work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.
9. May participate in recruitment and selection of staff, develop selection tools, serve on interview panels and recommend appointment of personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.
10. May prepare the assigned program's budget; monitor and approve budgetary transactions on an ongoing basis; forecast additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.
11. Conduct surveys and perform research and statistical analyses as requested; prepare related reports.
12. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
13. Perform related duties as required.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

**Knowledge of:** Modern and complex principles and practices of social services program development and administration; organizational and management practices as applied to the analysis and evaluation of social services programs, policies and operational needs; principles and practices of budget preparation and administration; principles and practices of organization, administration and personnel management; principles of supervision, training and performance evaluation is necessary for some positions; modern office procedures, methods and computer equipment; research methods and sources of information related to a broad range of social services programs, services and administration; pertinent Federal, State and local laws, codes and regulations.

**Ability and Skill to:** Effectively administer a variety of administrative and budgetary activities; select, supervise, train and evaluate assigned staff (some positions); effectively administer assigned programmatic responsibilities; learn the operation, policy and procedures of the department; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; interpret and apply policies, procedures, laws and regulations; perform a wide variety of administrative duties with little or minimal supervision; effectively and fairly negotiate appropriate solutions; gain cooperation through discussion and persuasion; prepare and administer a budget; evaluate and develop improvements in operations, procedures, policies, or methods; prepare clear and concise reports and develop appropriate recommendations; interpret and apply pertinent federal, state, and local laws codes and regulations including Equal Employment, Affirmative Action, and Civil Rights laws, procedures, and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

**EXPERIENCE AND TRAINING GUIDELINES:** Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:

**Administration Specialty**

**Experience:** Four (4) years professional experience in a general administrative or management capacity of a staff or line nature, of which at least two years (4000 hours) was in the field of health or human services. This experience must include major responsibility for functions such as budget administration, contract administration, program planning and policy development, and/or statistical research.

**Family and Children's Services Specialty**

**Experience:** Two (2) years of professional experience as a social service case manager in the field of child welfare or in the provision of child welfare-related services. Administrative experience including program planning, funding, implementation or consultation in the area of child welfare is highly desirable.

**Education:** A Master's degree in social work or counseling, or possession of a Marriage and Family Therapist (MFT) license issued by the State Department of Consumer Affairs.

**Income Maintenance Programs and Economic Self Sufficiency Programs Specialty**

Two (2) years of experience supervising eligibility workers, social workers or employment specialists or as a program specialist in the field of human services. College course work in behavioral science or public administration, previous administrative experience and/or knowledge of two or more income maintenance/economic self sufficiency programs is desirable.

**License or Certificate:** Some positions require possession of, or ability to obtain, a valid California driver license

**Adopted:** 3/15/93      **Amended:** 11/20/00

**Reason for Amendment:** To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MEDICAL SOCIAL WORKER

CODE: 2920

CHARACTERISTICS OF THE CLASS:

Under general supervision, assists members of the medical profession in evaluating the environmental, emotional and psychological implications of illness; assists recipients and families in adjusting to hospitalization; investigates requests for medical assistance in accordance with well defined policies and procedures (and) established legal provisions in order to determine the eligibility and needs of applicants and recipients under the medical care program.

Requires responsibility for: carrying out and explaining established methods and procedures for medical care to applicants, recipients and others; achieving economies and/or preventing losses through careful and judicious interpretations of various medical care provisions, methods and procedures and in recommending assistance; making regular contacts with applicants, recipients, their families and others concerned, also with employees, other departments and outside organizations; gathering, compiling and reviewing important detailed medical, financial, personal and confidential information.

EXAMPLES OF DUTIES:

1. Reviews requests for medical care; confers with medical consultants and advisors on medical problems; explains legal provisions, rules, regulations and services available.

2. Confers with physicians, dentists, other medical practitioners, visiting nurses, physical therapists and other auxiliary personnel to obtain all pertinent information; dictates case summaries and referral statements.

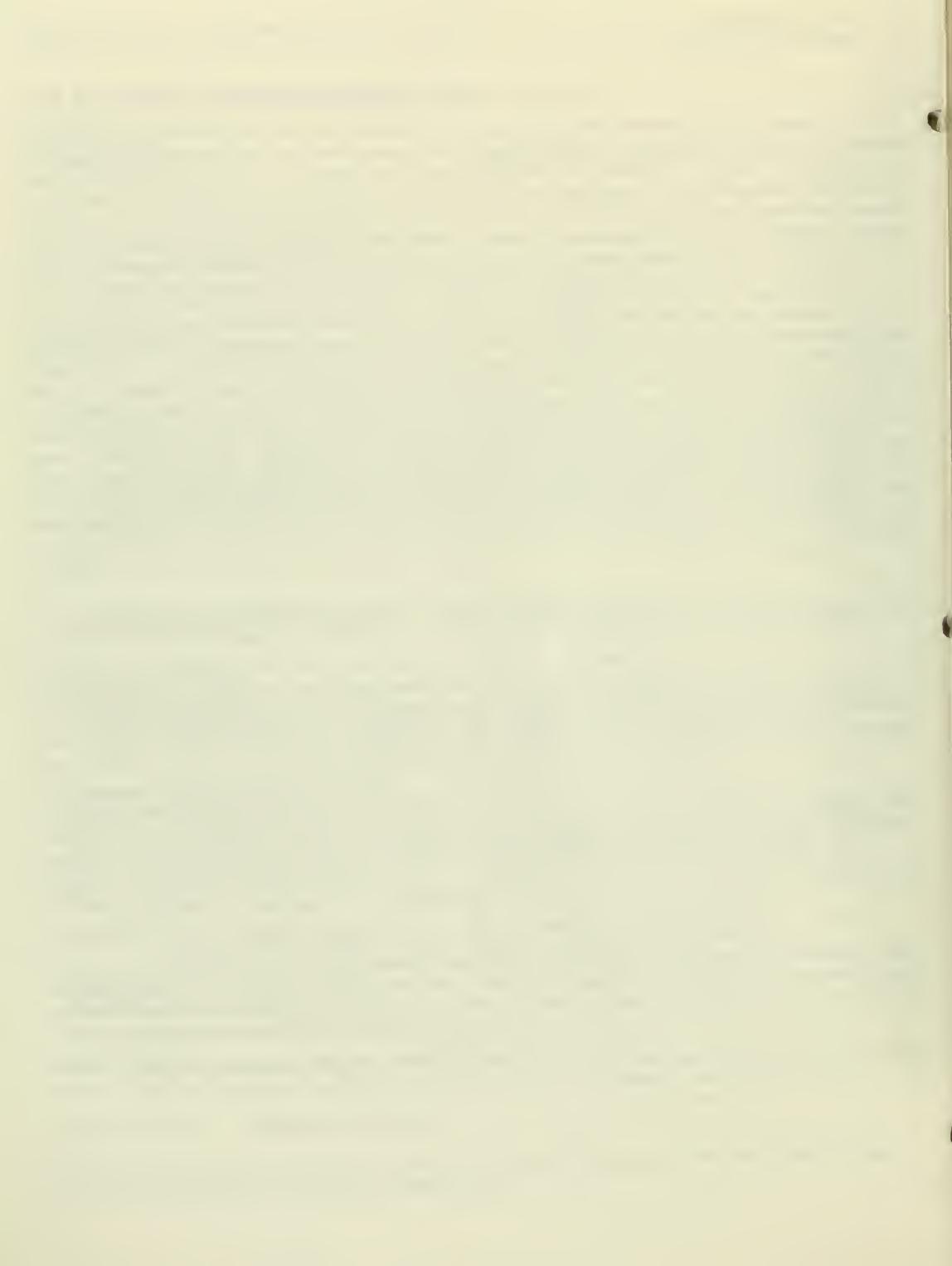
3. Confers with medical vendors about prostheses and appliances; reviews treatment authorization requests by medical consultants; maintains related records of authorizations for medical needs and appliances.

4. At hospital, makes investigations of individual cases by interviewing patients and/or families to determine eligibility for admission and medical care and reviews admission sheets of new patients; discusses each case with physician to ascertain availability and extent of patient's resources for private care; arranges patient's transfer when indicated, visits hospitals when so assigned.

5. Renders emergency assistance, as needed, and arranges for emergency care for children, as necessary.

6. Confers with patients at time of their discharge from hospital; advises on community facilities available and assists in obtaining such facilities; discusses alternative plans and assists in arriving at decisions; confers with family as to patient's social, emotional and medical needs; arranges for follow-up care; contacts nursing homes and institutions to arrange for medical care where practicable.

7. Prepares and maintains individual case records in current status; dictates periodic summaries and related correspondence; prepares related work records and reports.



CLASS TITLE: MEDICAL SOCIAL WORKER (continued)

CODE: 2920

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of two years of graduate training in an accredited school of social work. Two years of case-work experience as a medical social worker may be substituted for the second year of graduate study.

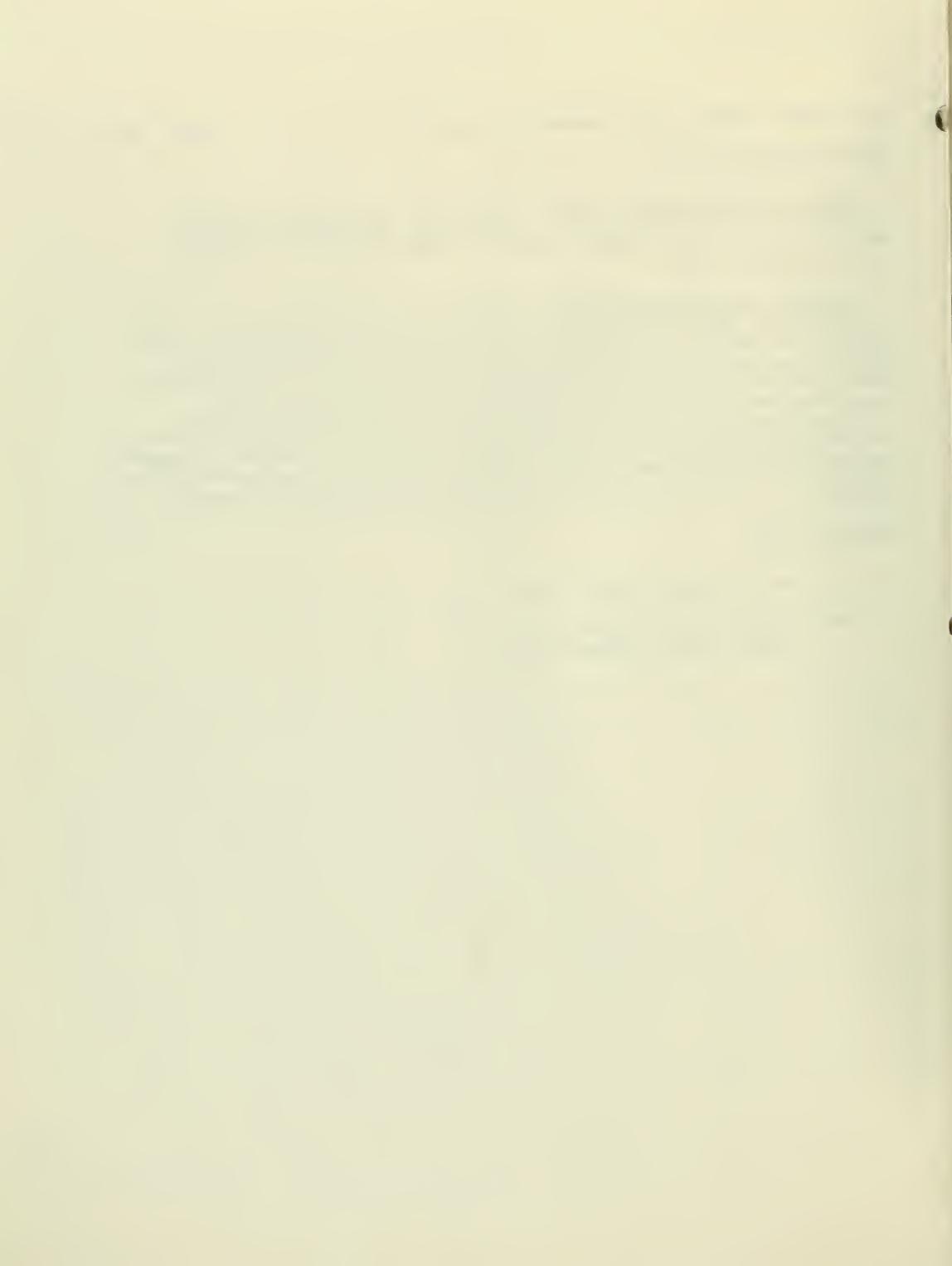
Knowledge, Abilities and Skills: Requires a wide knowledge of the theory, principles and techniques of medical welfare work, including related trends, standards and medical terminology; the social, emotional, behavioral and economic implications of illness, disease, incapacitation and disfigurement; modern hospital organization, functions and activities and the legal provisions, rules and regulations with regard to medical care programs.

Requires skill and ability to apply social work principles and concepts and obtain accurate medical, social and personal data; use community resources in connection with the medical care program; establish and maintain effective professional relationships and prepare clear and concise related summary reports.

PROMOTIVE LINES:

To: Senior Medical Social Worker

From: Social Worker Trainee  
Original Entrance Examination



CLASS TITLE: SENIOR MEDICAL SOCIAL WORKER

CODE: 2922

CHARACTERISTICS OF THE CLASS:

Under direction, may supervise several medical social workers and/or personally performs the more difficult medical social work; assigns and directs the work of interviewing and investigation applicants and recipients; reviews cases processed by staff workers; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing existing legal provisions, policies, methods and procedures for medical care and assistance; achieving considerable economies and/or preventing considerable losses through careful and judicious interpretations of various legal provisions, methods and procedures in approving and recommending assistance; making regular contacts with employees, supervisors, applicants, recipients, their families, other departments, community organizations and others concerned; gathering and checking detailed medical, financial, personal and confidential case information.

EXAMPLES OF DUTIES:

1. Supervises several medical social workers and auxiliary personnel; plans and develops medical social services and assigns staff to best advantage; personally participates in handling the special and more difficult cases; reviews casework and related records of individual workers; makes corrections and adjustments and amendments where indicated.

2. Consults with medical advisers and consultants on various medical problems and referrals; interprets medical resources available to the medical, dental, chiropractic, chiropody, physical therapy, nursing and clinical personnel relative to policies and procedures for treatment and care.

3. Interprets medical policies and procedures to social workers and medical vendors; conducts interviews with social workers relative to medical care and treatment of individual cases.

4. Determines and utilizes community resources to benefit medical care patients; supervises planning of convalescent care of patients upon discharge.

5. Supervises and participates in the preparation and maintenance of individual case records in current status; prepares or supervises the preparation of periodic performance reports and related statistics.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of two years of graduate training in an accredited school of social work and one year of casework experience in the field of medical social work. Two additional years of experience may be substituted for the second year of graduate study.

Knowledge, Abilities and Skills: Requires a wide knowledge of: the theory, principles and techniques of medical social work, including related trends, standards and medical terminology; the social, emotional, behavioral and economic implications of illness, disease, incapacitation and disfigurement; modern hospital organization, functions and activities and the legal provisions, rules and regulations with regard to medical care programs.

CLASS TITLE: SENIOR MEDICAL SOCIAL WORKER (continued) CODE: 2922

Requires considerable skill and ability to: apply social work principles and concepts; obtain accurate social and personal data; use community resources in connection with the medical care program; establish and maintain effective professional case work relationships; maintain and prepare clear and concise related summary reports.

PROMOTIVE LINES:

To: Medical Social Work Supervisor

From: Medical Social Worker

CLASS TITLE: MEDICAL SOCIAL WORK SUPERVISOR

CODE: 2924

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises a unit composed of senior medical social workers, medical social workers and auxiliary personnel in performing various aspects of the medical care and assistance programs; reviews recommendations made for medical assistance and related services; renders decisions on special and difficult individual cases; confers with, instructs and trains staff workers in order to maintain high standards of medical care and assistance; personally conducts various studies and research pertaining to medical care and assistance programs; participates in review and improvement of existing programs; and performs related duties as required.

Requires responsibility for: developing, coordinating and executing legal provisions, policies, methods and procedures pertaining to medical care and assistance programs within the unit supervised; achieving major economies and/or preventing major losses through enforcing careful and judicious interpretations of various legal provisions, methods and procedures and in approving, recommending or authorizing expenditures for medical care and assistance; making regular contacts with other employees, supervisors, physicians, applicants, recipients, their families, other departments, and outside organizations; important operating financial, medical, and special case records.

EXAMPLES OF DUTIES:

1. Assigns case workload to medical social workers and auxiliary personnel; confers with individual staff members on specific duties; reviews important and difficult cases to check eligibility; reviews other cases for specific reasons; gives advice and makes administrative decisions.

2. Coordinates hospital ward social work program; personally participates in certain phases of casework and medical service programs; acts as liaison between medical social service staff and various hospital departments and personnel and other social agencies, as required.

3. Performs the duties of the director of institutional admissions during his absences; shares specific administrative duties; attends administrative meetings as division representative.

4. Acts as medical social service consultant for the hospital; directs correspondence and inquires to state social welfare and legal agencies for clarification and interpretation of provisions of the medical care and services programs, especially as applicable to hospital patients.

5. Exercises major responsibility for the administration and supervision of medical social services in conjunction with the chest disease division; assigns work to staff members; reviews cases for eligibility.

6. Participates in dissemination of general information concerning medical care programs in order to maintain and improve public understanding and public relations; screens community requests for services and compiles related statistics and prepares reports.

CLASS TITLE: MEDICAL SOCIAL WORK SUPERVISOR (continued) CODE: 2924

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of two years of graduate training in an accredited school of social work and three years of case work experience in medical social service work.

Knowledge, Abilities and Skills: Requires a thorough working knowledge of the theory, principles and techniques of medical social work including related trends, standards and medical terminology; social, emotional behavioral and economic implications of illness, disease, incapacitation and disfigurement; modern hospital organization, functions and activities; legal provisions, rules and regulations with regard to medical care programs.

Requires exceptional skill and ability to: supervise the application of social work principles and concepts; obtain accurate medical, social and personal data; use community resources in connection with the medical care program; establish and maintain effective professional relationships with the staff, outside organizations and the general public.

PROMOTIVE LINES:

To: Social Welfare Division Supervisor

From: Senior Medical Social Worker  
Medical Social Worker

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: CHIEF, MEDICAL SOCIAL SERVICES

CODE: 2925

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans and coordinates the medical social work program for San Francisco General Hospital; reviews and revises medical social service programs according to Department of Public Health policy, changing legislation and community needs.

Requires major responsibility for: Originating, developing, coordinating and executing policies, methods and procedures affecting the medical social work programs at San Francisco General Hospital; making regular contacts with hospital administrators, department heads, community and social agency representatives, physicians, patients and their families; receiving, reviewing and approving important financial, medical and confidential records related to the operation of the medical social service program.

EXAMPLES OF DUTIES:

1. Plans and coordinates the medical social services program at San Francisco General Hospital; recommends and reviews on modifications of existing procedures; confers with supervisory personnel regarding policies, procedures, personnel matters and casework problems.

2. Reviews and evaluates medical social services at San Francisco General Hospital; develops criteria to assess effectiveness of programs.

3. Acts as the medical social service consultant for the hospital; directs correspondence and inquiries to state social welfare and legal agencies for clarification and interpretation of provisions of the medical care and services programs; especially as applicable to hospital programs.

4. Establishes and supervises in-service training programs and orientation of new employees; acts on and reviews staff assignments, grievances and disciplinary procedures; conducts staff meetings to discuss and improve casework methods and techniques; makes recommendations for improving forms and procedures.

5. Directs the budget preparation for the hospital medical social work programs.

6. Studies and analyzes legal provisions, rules and regulations pertaining to medical social work; interprets and clarifies requirements to staff.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires a master's degree from a recognized school of medical care administration, or social work and at least five years of experience in medical care in a welfare agency or public health department, at least two years of which must have been in a position at a supervisory or administrative level in a public welfare medical or hospital medical social work program.

Knowledge, Abilities and Skills: Requires comprehensive professional knowledge of: The theory, principles and techniques of medical social work including the social, emotional, behavioral and economic implications of illness, disease factors relating to incapacitation and disfigurement; modern hospital administration, functions and activities, legal provisions; rules and regulations particularly related to medical social programs and current legislation affecting such programs.

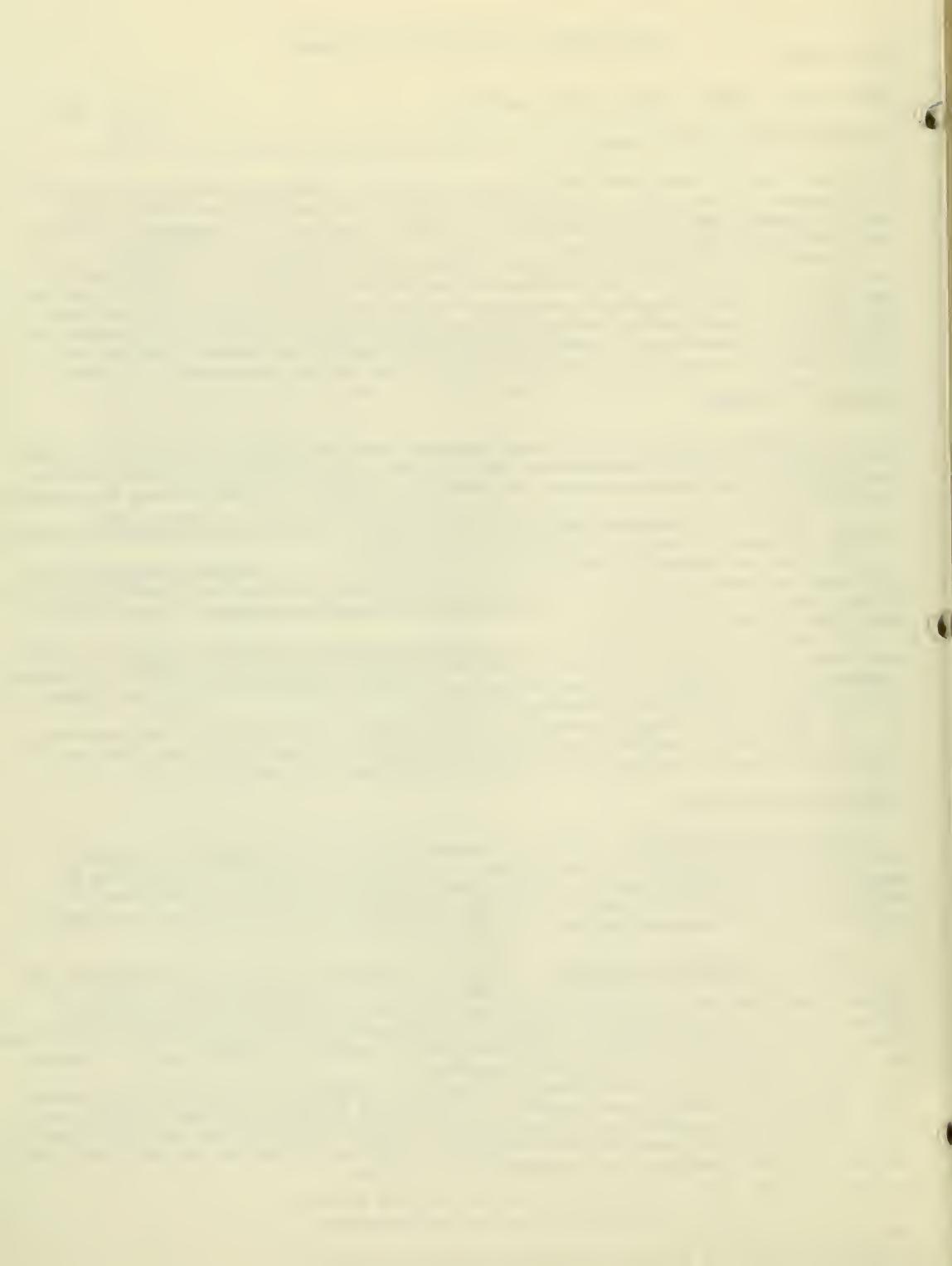
Requires ability to: Administer and supervise a program of hospital medical social care and services; supervise and counsel a professional staff so engaged; interpret and apply legal provisions relating to a medical care program; establish and maintain effective relationships with representatives of community resources; review and analyze operational records and make administrative recommendations thereon.

PROMOTIVE LINES: TO : 2950 Social Service Division Supervisor

FROM: 2924 Medical Social Work Supervisor

Adopted: 12/17/73

(abolishes class 2925 Hospitals Medical Social Work Coordinator)



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: MEDICAL SERVICES DIVISION SUPERVISOR

CODE: 2926

CHARACTERISTICS OF THE CLASS:

Under general direction, is responsible for administration of the Public Assistance Medical Care Program and of the medical aspects of medical assistance for the aged, aid to the disabled and aid to the blind; plans, assigns, co-ordinates and directs the activities of the staff of the Medical Services Division engaged in providing medical services to clients; provides consultation to and co-ordination with social service staff on matters relating to the Medical Programs of the department; and performs related duties as required.

Requires responsibility for: interpreting, executing and enforcing policies and procedures pertaining to the medical service functions of the Department of Social Services; making frequent important personal contacts with representatives of clinics, hospitals, nursing homes, professional societies, health plans and other agencies as well as individual medical practitioners in furnishing information and explaining or co-ordinating and consolidating procedures; supervising and reviewing the preparation and maintenance of a variety of records relating to the operations of the Medical Division.

EXAMPLES OF DUTIES:

1. Directs the activities of the Medical Division; assigns personnel; makes organizational changes; recommends and reviews on modifications of existing procedures.
2. Administers the programs of the Medical Services Division, including the direction of the medical, dental, psychiatric, pediatric, optometric and chiropractic consultants; in this connection, establishes and maintains working relationships with representatives of outside agencies and practitioners and maintains current information regarding changes in existing medical service programs.
3. Provides consultation and information to department professional staff in connection with methods, procedures and coverage of the medical care programs; counsels and advises medical staff, social workers, and clerical staff on proper methods and procedures involved in report preparation; advises on the proper disposition of welfare cases involving medical problems.
4. Co-ordinates activities of clinics, hospitals, nursing homes, professional societies, health service plans and other medical-social agencies with a view toward providing maximum medical referral possibilities for welfare cases.
5. Has responsibility for medical-social review team action on determinations of disability, reviews of nursing homes and private hospitals, and determinations of levels of care needed.
6. Reviews the operations of the medical services division; evaluates more difficult cases and makes appropriate decisions in this connection; evaluates total program of the division and establishes new procedures or amends existing procedures to be employed in the accomplishment of the work of the medical division; establishes appropriate standards, methods and forms to be used in this connection.

CLASS TITLE: MEDICAL SERVICES DIVISION SUPERVISOR  
(Continued)

CODE: 2926

MINIMUM QUALIFICATIONS:

Training and Experience: Possession of a Master's Degree from a recognized school of Medical Care Administration, or Social Work, or Public Administration, and not less than six (6) years of experience in medical care in a welfare agency or public health department, at least two years of which shall have been in a position at a supervisory or administrative level in a public welfare medical program.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: the theory, principles and techniques of medical care including the social, emotional, behavioral and economic factors as well as factors relating to medical and dental practice and the practice of the other branches of the healing arts, including medical terminology employed in interpreting medical findings; public administration, particularly the administration of welfare programs and current legislation affecting such programs.

Requires ability to: execute, direct and co-ordinate a broad program of medical care and services; supervise and counsel a professional staff so engaged; interpret and apply legal provisions relating to a medical care program; establish and maintain effective relationships with representatives of community resources; review and analyze operational records and reports and make administrative recommendations thereon.

ADOPTED: 7/22/65

CITY AND COUNTY OF SAN FRANCISCO  
SAN FRANCISCO DEPARTMENT OF HUMAN RESOURCES

**2930 Mental Health Clinician  
(LCSW/MFCC)**

**Definition:**

Under general supervision, the Mental Health Clinician (LCSW/MFCC) assesses the need for and provides counseling and psychotherapeutic services for clients, their significant others and/or families with a wide variety of mental health problems including psychiatric disorders, HIV problems, and substance abuse. The essential functions of the position include: interviewing and assessing prospective clients; advising clients on available services, client responsibilities and confidentiality issues; authorizing services; developing, implementing and coordinating comprehensive treatment plans for rehabilitative mental health services; compiling and maintaining client records; establishing and maintaining professional relationships and collaborating with other service providers; providing individual, group, and family psychotherapy, crisis intervention, outreach services, culturally competent interventions, case management, and rehabilitation; referring clients to appropriate community services; actively managing caseload; advocating for accessibility and improved services; and performing other duties as assigned.

**Distinguishing Features:**

Class 2930 Mental Health Clinician is characterized by performing professional diagnostic and psychotherapeutic duties distinguished by a high level of clinical skill and expertise and must meet the State mental health licensing requirements for Licensed Clinical Social Worker or Marriage, Family and Child Counselor. The 2930 Mental Health Clinician is distinguished from the 2910/2912 Social Worker classifications in that the 2910/2912 Social Worker classifications perform a variety of social work duties involving casework, client management and continuing client investigation and processing for various social services programs. The 2930 is distinguished by the level of training and mental health focus as well as by the level of independence and responsibility that the 2930s exercise when delivering direct services to clients exhibiting a broad range of psychiatric disorders. The 2930 Mental Health Clinician is distinguished from Class 2932 Senior Mental Health Clinician in that the 2932 is the supervisory level in the Mental Health Clinician series. The 2930 is distinguished from class 2920 Medical Social Worker, in that the 2920's primary function consists of discharge planning/case management, whereas 2930's primary function is psychotherapeutic assessment and intervention. In the event that the preponderance of activities of a specific position requires specialized licensure (LCSW or MFCC) as dictated by scope of practice regulations, the department will designate the license requirement on the requisition.

**Supervision Exercised:**

May supervise non-licensed staff and/or student interns as assigned.

## 2930 Mental Health Clinician

### **Examples of Important and Essential Duties:**

In accordance with Civil Service Commission Rule 9, the duties specified are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Assesses prospective clients, significant others and/or families, for mental health services by interviewing clients and reviewing factors such as reasons for referral, perception of personal problems, psychosocial history, environment, physical health, culture, and motivation for treatment; develops written assessments and documents clinical case histories. This also includes advising clients about confidentiality and scope of services.
2. Analyzes data obtained through interviews, reports, and previous psychiatric history, to determine the appropriateness of referral and appropriate services; develops and coordinates a plan for use of rehabilitative mental health services; and makes recommendations for the disposition of each case.
3. Develops and implements comprehensive treatment plans by engaging clients in appropriate treatment modalities such as individual, group and family therapies; observes and analyzes emotional/behavioral changes for the determination of treatment goals; assists clients in understanding diagnosis; prepares clinical statistics and compiles periodic reports.
4. Provides individual, group, and family psychotherapy; crisis intervention, outreach services, culturally competent interventions, case management, and rehabilitation to clients enrolled in the mental health system; prepares and maintains records of therapy notes and activities relating to patient care.
5. Compiles and maintains client records by preparing written documentation, charts, statistical data, periodic reports, forms, and billing/entitlement information to ensure collection of revenue and compliance with legal provisions.
6. Recommends when client should be discharged from therapy; develops discharge plans to include financial support, housing, care and supervision, continued treatment and provisions for work with client support system; provides case management services to assure coordination of care and maximize stability of client environment to maintain client in community; may provide outreach services to underserved populations.
7. Establishes and maintains professional relationships and collaborates with other service providers such as representatives from the referring agency, public health nurses, psychologists, teachers, members of the criminal justice system, and physicians; consults on medical, psychiatric, and psychosocial issues to ensure effective services.
8. Refers clients to appropriate community services by researching resources such as mental health consumer service providers and self-help organizations to integrate clinical and practical interventions; actively manages caseload by maximizing use of resources and developing program aspects to meet client needs.

**2930 Mental Health Clinician**

9. Advocates for accessibility and improved services for clients and groups by identifying client needs, developing program models, expanding resources, and interfacing with administration and intra-agency contacts.
10. Participates in staff meetings and conferences; confers with supervisor on formulation of policies and procedures; confers with representatives of other organizations regarding programs and services; provides liaison, consultation and training services to mental health providers.

**Job Related and Essential Qualifications:**

Positions require considerable knowledge of: principles, procedures, and techniques used in the diagnosis and treatment of persons with mental, emotional, and drug and alcohol related disorders; up-to-date knowledge of the laws, regulations and policies of health and welfare and the State Mental Health Act and other regulations governing the delivery of mental health services; knowledge of clinical methods and culturally competent intervention strategies; knowledge of community resources; ability to communicate effectively with a high degree of inter-personal skill; written communication skills; and the ability to assess situations to ensure safety for oneself, colleagues, and clients by understanding the precursors to dangerous situations and responding appropriately.

Positions require the ability to: understand and interpret procedures, regulations, and legal implications of and constraints on treatment and services; establish and provide effective working relationships with associate staff, employees and others; diagnose and assess the mental status of clients and recommend and implement treatment for a variety of psychiatric situations; write clear, accurate, concise and timely reports and maintain accurate records; analyze situations accurately and take effective action.

**Experience and Training Guidelines:**

**License:** Possession of a valid license as a (1) Licensed Clinical Social Worker (LCSW) issued by the California State Board of Behavioral Science Examiners or eligibility for waiver under the provisions of the California Welfare and Institutions Code Section 5600.2, or (2) Marriage, Family and Child Counselor (MFCC).

**Amended Date:** 8/5/96

**REASON FOR AMENDMENT:** This amendment is necessary to change the title of the classification so that minimum requirements can be broadened to include individuals with the MFCC license in addition to the LCSW license. Duties and responsibilities on the class specifications have been updated to reflect the changes in State law including changes in guidelines in the Department of Mental Health's new rehabilitation model.



CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

2931 MARRIAGE, FAMILY AND CHILD COUNSELOR (MFCC)

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## CHARACTERISTICS OF THE CLASS:

Under general supervision, makes investigations to determine the eligibility of applicants for psychiatric care and services; evaluates information gained through interviews and collateral sources; makes determination on one of several alternative procedures; completes appropriate forms and documents relating to intake procedures; makes pertinent determinations and recommendations; and performs related duties as required.

Requires responsibility for: carrying out and explaining established methods and procedures to applicants, recipients and others; achieving economies and/or preventing losses through careful and judicious interpretations of various legal provisions, methods and procedures in recommending assistance; making regular contacts with applicants, recipients, families, employees, city departments and outside organizations; gathering, compiling and reviewing important detailed psychiatric, financial, personal and confidential information. Nature of duties involves occasional exposure to accident hazards and disagreeable elements in dealing with mentally ill and emotionally disturbed persons.

## EXAMPLES OF DUTIES:

1. Interviews applicants, recipients, parents and others concerned for the purpose of securing information to determine eligibility for psychiatric care and services; evaluates material obtained through interviews and from other sources, including information given directly, together with such factors as appearance and manner, attitude of parents, relatives and others toward the applicant and his problems.
2. On basis of interviews and analyses, decides upon one of several alternative dispositions such as emergency therapy, referral to other staff members for further study, referral to appropriate community resources or assistance on a temporary basis; completes appropriate forms and documents relating to the intake processes.
3. Conducts interviews with parents and children to obtain supplementary information; makes tentative diagnosis to determine need for testing to supplement the diagnosis; decides on one of several alternative dispositions.
4. Confers with referring agency or other interested organizations and persons including schools, public health nurses and doctors and with supervisor or other psychiatrists on medical and psychiatric questions relating to evaluation of the patient; prepares related case reports, including all pertinent material.
5. Subsequently follows up on individual patient therapy; establishes positive relationship; assists patient with explanation of diagnosis and causes of difficulties; confers with consulting psychiatrists on treatment; prepares therapy notes on each case and incorporates in case records.

## 2931 MARRIAGE, FAMILY AND CHILD COUNSELOR (MFCC)

6. Maintains records of all activities relating to patients' care; prepares clinical statistics and compiles periodic reports; participates in periodic staff meetings; confers with supervisor on formulation of policies and procedures; attends conferences with other clinics and agencies.

### MINIMUM QUALIFICATIONS:

Training and experience: Requires: possession of a valid license as a Marriage, Family and Child Counselor (MFCC) and one year of experience in family case work dealing with emotional problems and having psychiatric consultation available; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires broad knowledge and ability to: Solve problems inherent in the duties and responsibilities of psychiatric welfare work; plan appropriate courses of action as a result of analysis and evaluation of data and other significant factors;

Requires skill and ability to: effect cooperative and effective contacts with associate staff employees and others; deal effectively with patients in the adjustment of problem situations.

Effective: June 3, 1997

CITY AND COUNTY OF SAN FRANCISCO  
SAN FRANCISCO DEPARTMENT OF HUMAN RESOURCES

**2932 Senior Mental Health Clinician  
(LCSW/MFCC)**

**Definition:**

Under direction, the Senior Mental Health Clinician supervises several Mental Health Clinician and/or other staff providing psychotherapeutic and assessment and referral services to mental health clients, their significant others, and their families with a wide variety of mental health problems including psychiatric disorders, HIV problems, and substance abuse. The essential functions of this position include: interviewing, assessing, and performing therapeutic case work with more complex and difficult cases; assigning and directing work of subordinate professional staff responsible for interviewing and evaluating applicants, clients, and others concerned parties; reviewing performance of other workers related to management and treatment of clients; participating in the development of policies/procedures to effect smooth, efficient delivery of services; assessing the need for and arranging for community services for clients; participating in program and resource development; coordinating activities with other community service agencies on behalf of clients; and performing other duties as required.

**Distinguishing Features:**

Incumbents provide the full range of supervisory duties including delegating work, scheduling staff, evaluating work performance and performing administrative duties. Class 2932 Senior Mental Health Clinician is distinguished from class 2930 Mental Health Clinician primarily by the supervisory and administrative functions and the ability to handle more complex and difficult mental health cases. The 2930 Mental Health Clinician does not supervise other 2930 Mental Health Clinicians.

**Supervision Exercised:**

Supervises staff of Mental Health Clinicians and/or other staff providing comprehensive mental health services.

**Examples of Important and Essential Duties:**

In accordance with Civil Service Commission Rule 9, the duties specified are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Supervises several Mental Health Clinicians and/or other staff engaged in diagnosis and treatment; coordinates the assignment of cases; schedules staff; evaluates work performance and productivity; assists in disciplinary proceedings.
2. Holds regular staff meetings and case conferences with clinicians for supervision and consultation; reviews psychiatric case records to ascertain factors such as reasons for referral, client definition of problems and demonstrated desire for assistance, psychiatric and social history,

## **2932 SENIOR MENTAL HEALTH CLINICIAN**

mental status; supervises staff in assessing social, emotional and economic causes of symptoms, problem behavior and/or emotional disorders.

3. Evaluates, modifies, coordinates and approves treatment plans; decides on disposition of cases, including referral to other staff members, appropriate community agencies and termination or transfer of cases; completes appropriate forms and records related to the intake and treatment process.
4. Personally treats more seriously disturbed patients with more complex problems by providing individual, group, and family psychotherapy; may personally perform crisis intervention, outreach services, culturally competent interventions, case management, and rehabilitation to clients enrolled in the mental health system; prepares and maintains records of therapy notes and activities relating to patient care; and may arrange for admission to hospital or other treatment facility appropriate to assessed clinical need of client.
5. Provides case management services to assure coordination of care and maximize stability of environment in order to maintain client in community; may conduct group psychotherapy and family therapy in connection with administering direct treatment to patients; observes, evaluates and analyzes emotional and behavioral changes; determines treatment goals at successive intervals during treatment process.
6. Works collaboratively with other mental health services providers and provides consultation, education and information to community agencies, schools, and health providers regarding the needs of a defined target population and how those needs might be addressed.
7. Reviews and records basic data pertaining to study and/or treatment of patients on appropriate forms, charts and case histories; prepares written case summaries for purposes of coordinating medical and casework services in the best interests of the patient and the patient's family; may perform administrative duties such as providing input into the budget process and performing site management functions.

### **Job Related and Essential Qualifications:**

Positions require extensive knowledge of: principles, procedures, and techniques used in the diagnosis and treatment of persons with mental, emotional, and drug and alcohol related disorders; up-to-date knowledge of the laws, regulations and policies of health and welfare and the State Mental Health Act and other regulations governing the delivery of mental health services; knowledge of the principles of supervision and administration; knowledge of clinical methods and culturally competent intervention strategies; knowledge of community resources; ability to communicate effectively with a high degree of inter-personal skill; written communication skills; and the ability to assess situations to ensure safety for oneself, colleagues, and clients by understanding the precursors to dangerous situations and responding appropriately.

Positions require the ability to: understand and interpret procedures, regulations, and legal implications of, and constraints on treatment and services; establish and provide effective working

## 2932 SENIOR MENTAL HEALTH CLINICIAN

relationships with associate staff, employees and others; diagnose and assess the mental status of clients and recommend and implement treatment for a variety of psychiatric situations; write clear, accurate, concise and timely reports and maintain accurate records; analyze situations accurately and take effective action.

Ability to: Plan, organize and direct appropriate courses of action and levels of care as a result of analyses and evaluation of data and other significant factors; achieve cooperative and effective contacts with staff members and emotionally disturbed clients and their families in the resolution of problem situations; supervise other licensed mental health workers or a multi-disciplinary staff providing services to mental health patients; work closely with and direct several professional, paraprofessional, and auxiliary employees; communicate orally and in writing.

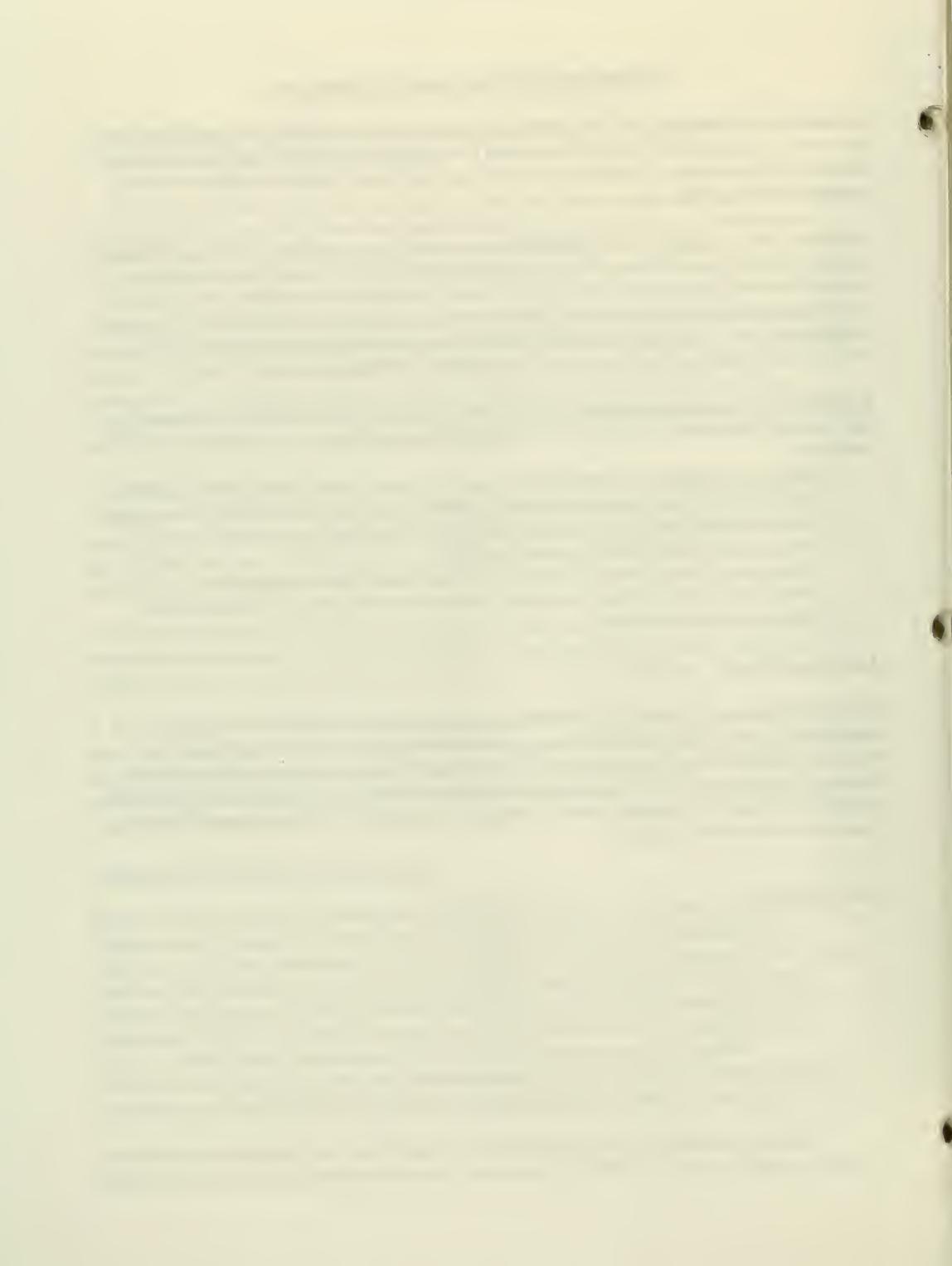
**Experience & Training Guidelines:** Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:

**License:** Possession of a valid license as a (1) Licensed Clinical Social Worker issued by the California State Board of Behavioral Science Examiners or eligibility for waiver under the provisions of the California Welfare and Institutions Code Section 5600.2 or (2) Marriage, Family and Child Counselor (MFCC).

**Experience:** Two years of full time post licensure experience in an in-patient or out-patient mental health setting performing duties as outlined in the 2930 Mental Health Clinician class specification.

**Amendment Date:** 8/5/96

**REASON FOR AMENDMENT:** This amendment is necessary to change the title of the classification so that minimum requirements can be broadened to include individuals with the Marriage, Family & Child Counselor (MFCC) license in addition to the Licensed Clinical Social Worker (LCSW) license. Duties and responsibilities on the class specifications have been updated to reflect the changes in State law including changes in guidelines in the Department of Mental Health's new rehabilitation model.



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CONSERVATORSHIP/CASE MANAGEMENT SUPERVISOR                    CODE: 2933

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, organizes and administers a program of investigation and conservatorship or case management and placement services for mentally disabled clients under the Lanterman-Petris-Short (LPS) Act; coordinates program affairs with other agencies providing referral, care and treatment of mentally incompetent persons; supervises staff engaged in conservatorship, case management and administrative support services; and performs related duties as required.

DISTINGUISHING FEATURES:

Positions in this class are distinguished by their responsibility for the day-to-day program management of subordinate staff who either conduct conservatorship investigations and represent conservatees and others or provide placement and case management services to LPS conservatees.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rue 7).

1. Plans, directs and evaluates the activities of Psychiatric Social Workers and other professional, para-professional and administrative staff engaged in investigation and conservatorship, or case management and placement services; interprets policies, laws, decisions and needs of mentally disabled persons under the LPS Act to other agencies, units and individuals.
2. Supervises and schedules assigned personnel, orients and trains staff in preparing legal documents, counseling procedures, interviewing techniques, and administrative policies to implement program goals; advises subordinates on unusual problems regarding involuntary detention, case management and other needs of clients; may administer cases that involve complex legal and clinical concerns.
3. Develops ways to maintain liaison and interface with other facilities and programs which refer and/or treat mentally disabled persons; confers with attorneys and the Public Guardian and/or Napa State Hospital and locked facility (L-facility) administrators.
4. Formulates new and modifies existing guidelines, standards, and methods within the confines of applicable local policies, and State and federal regulations to implement and manage services; reviews and interprets proposed legislation, rules and regulations impacting upon program affairs; advocates for programs needed to serve clients; may represent conservatees in matters relating to placement and treatment.
5. Makes decisions about coordination of different program components and consults with other departments, divisions, the courts, community organizations and interest groups; may coordinate the flow of out-of-county placements in accordance with court orders, state requirements, and community resources.
6. Estimates budgetary requirements, reviews expenditures, and may interface with financial institutions.

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CLASS TITLE: CONSERVATORSHIP/CASE MANAGEMENT SUPERVISOR

CODE: 2933

**QUALIFICATIONS:**

"The examination announcement shall provide the qualifications...and other particulars...Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

**Knowledge, Abilities and Skills:** Knowledge of: principles, procedures and methods of supervision, training and instructional methods; principles of health services organization and administration; principals and procedures of program coordination; theories and techniques of psychiatric care of severely mentally disordered adults; types and characteristics of mental and emotional disorders; laws, regulations and codes governing the LPS conservatorship function such as the Welfare and Institutions Code; mental health delivery systems and community resources available to severely emotionally disabled persons.

Ability to: plan, organize and direct a program which conducts investigations and makes legal recommendations regarding mentally disordered adults and integrates services with other program components; supervise and train subordinate staff; read, interpret and apply complex laws, regulations policies and procedures; evaluate the needs of the severely mentally disordered; work and maintain effective relationships with clients, superiors, co-workers, professionals from a variety of fields, and the general public; prepare and present reports; communicate effectively verbally and in writing.

ADOPTED: 12-5-88

#4041c

SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDED)

CLASS TITLE: CHIEF PSYCHIATRIC SOCIAL WORKER

CODE: 2934

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises a unit composed of senior psychiatric social workers, psychiatric social workers and other auxiliary personnel in performing various aspects of psychiatric social work programs; reviews recommendations made for psychiatric treatment and related services; renders decisions on difficult individual case problems; confers with and instructs and trains staff workers in order to maintain high standards of performance; personally conducts important psychiatric studies and research and prescribes services for difficult and selected cases; participates in program review and development; **MAY COORDINATE COUNTY-WIDE PROGRAMS IN THE COMMUNITY; ASSISTS IN PROGRAM PLANNING AND DEVELOPMENT;** and performs related duties as required.

Requires major responsibility for: developing, coordinating and executing existing legal provisions, policies, methods and procedures pertaining to psychiatric welfare work within the unit supervised; achieving major economies and/or preventing major losses through enforcing careful and judicious interpretations of various legal provisions, methods and procedures in approving, recommending or authorizing expenditures for psychiatric care and assistance; making regular contacts with other employees, supervisors, physicians, psychiatrists, applicants, patients, their families, other departments and outside organizations in special and difficult cases; important operational, psychiatric, medical, financial and special case records. Nature of duties requires occasional exposure to accident and injury hazards and disagreeable elements when personally dealing with emotionally disturbed and mentally ill persons.

EXAMPLE OF DUTIES:

1. Directs work of a psychiatric social work unit engaged in the diagnosis and treatment of mentally ill and emotionally disturbed persons; analyzes complex situational problems; makes interpretations to staff members on basis of appraisal of matters of a specialized nature.
2. Meets and confers with policy-determining committee to report on activities of psychiatric social work unit; makes recommendations for improvement of patient services.
3. Conducts meetings with psychiatric social workers to interpret new policies and procedures; discusses information regarding trends, problems, results and individual recommendationssin order to implement, expedite and improve services to patients.
4. Confers with representatives of other staff units to coordinate and implement psychiatric services; prepares schedules; initiates new or revised forms; refers patients to therapists for individual or group psychotherapy.
5. Acts in a consultant capacity to psychiatric social workers regarding development of work programs and personnel relationships; gives leadership and guidance where indicated.
6. Personally participates in interviewing persons applying for psychiatric treatment to determine eligibility for services; assesses eligibility and arranges appointments for intake interviews and/or refers applicants to other appropriate community agencies.
7. Interviews patients who have received previous clinic treatment and are reapplying for further services; assesses patients' motivation for treatment and the psychiatric unit's ability to provide needed services; prepares cases for assignment to regular staff.

CLASS TITLE: CHIEF PSYCHIATRIC SOCIAL WORKER

CODE: 2934

EXAMPLE OF DUTIES (Cont'd):

8. MAY COORDINATE COUNTY-WIDE PROGRAMS IN THE COMMUNITY: ASSISTS IN PROGRAM PLANNING AND DEVELOPMENT.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires: possession of a master's degree in social work with specialization in psychiatric or medical Social work and either five years of experience as a psychiatric social worker or in family case work dealing with emotional problems and having psychiatric consultation available; or one year of graduate education in social work, including the satisfactory completion of the required field work and either six years of experience as a psychiatric social worker or in family case work dealing with emotional problems

Knowledge, Abilities and Skills: Requires a thorough working knowledge of the duties and responsibilities of psychiatric social work and the qualities and depth of judgment necessary to plan and direct appropriate courses of action as a result of analyses and evaluation of psychiatric data and other significant factors.

Requires supervisory skill and ability to: achieve cooperative and effective working relationships with associated staff members and others; professional skill and ability to deal effectively with emotionally and mentally disturbed persons in the adjustment of problem situations.

PROMOTIVE LINES:

To: Social Welfare Division Supervisor

From: Senior Psychiatric Social Worker  
Psychiatric Social Worker

AMENDED: July 16, 1973

JUN 12 1997

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

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## 2935 SENIOR MARRIAGE, FAMILY AND CHILD COUNSELOR

## CHARACTERISTICS OF THE CLASS:

Under direction, may supervise several Marriage, Family and Child Counselors (MFCC) and personally performs the more difficult psychiatric case work; assigns and directs work of interviewing and investigation of applicants, patients, and others concerned; reviews psychiatric welfare cases processed by other workers; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing existing legal provisions, policies, methods and procedures in connection with psychiatric welfare work; achieving considerable economies and/or preventing considerable losses through enforcing careful and judicious interpretations of various legal provisions, methods and procedures in approving and recommending assistance; making regular contacts with employees, supervisors, applicants, recipients, their families, city departments, community organizations and others concerned; gathering and checking detailed psychiatric, financial, personal and confidential information. Nature of duties involves normal physical effort and manual dexterity with occasional accident and injury hazards and exposure to disagreeable elements when dealing with mentally ill or emotionally disturbed persons.

## EXAMPLES OF DUTIES:

1. Supervises several Marriage and Family Counselors and auxiliary personnel and personally participates in interviewing and diagnosing the more difficult individual cases.
2. Supervises the determining of eligibility of applicants for psychiatric services; ascertains several factors, such as reasons for referral, attitude toward personal problems and demonstrated desire for assistance; obtains history of applicant's growth and development in order to arrive at an understanding of behavioral characteristics; obtains such pertinent information as parental background, relationship between parents and other members in the family group.
3. Evaluates material obtained as a result of interviews and analyses; decides on disposition of each case, including referral to other staff members for further study and recommendations or referral to appropriate community agency; completes appropriate forms and documents relating to the intake process.
4. Treats individual patients on a regular recurrent basis by applying difficult and intensive casework techniques in order to reduce mental and emotional illness; observes patient's condition and reactions especially in suicidal and homicidal cases; determines degree of danger presented to patient and others.
5. Counsels with especially disturbed and difficult patients concerning emotional, economic and personal matters and crisis, to assist in establishing self-control and responsibility; arranges for commitment to hospital or other community agency or resource, based on appraisal of patient's needs.
6. Conducts group psychotherapy in regularly scheduled group interviews in connection

## **2935 SENIOR MARRIAGE, FAMILY AND CHILD COUNSELOR**

with administering direct treatment to patients; observes, evaluates and analyses emotional and behavioral changes; determines treatment goals at successive intervals during treatment process.

7. Records basic data pertaining to study and/or treatment of patients on appropriate forms, charts and case histories; prepares written case summaries for purposes of coordinating medical and case-work services in the best interests of the patient and family.

### **MINIMUM QUALIFICATIONS:**

Training and experience: Requires: Possession of a valid license as a Marriage, Family and Child Counselor (MFCC) and three years of experience in family case work dealing with emotional problems; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a broad working knowledge and ability to: solve problems of psychiatric welfare work; plan and direct appropriate courses of action as a result of analyses and evaluation of data and other significant factors; achieve cooperative and effective contacts with staff members and emotionally disturbed patients in the adjustment of problem situations; work closely with and direct several professional and auxiliary employees.

Effective: June 3, 1997

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: PSYCHIATRIC SOCIAL WORK DIRECTOR

CODE: 2936

**CHARACTERISTICS OF THE CLASS:**

Under general administrative direction, plans, organizes, directs and is responsible for the psychiatric social work program of the community mental health services; and performs related duties as required.

Requires major responsibility for: coordinating, executing and assisting in the planning and development of policies and methods for the psychiatric social work program of the community mental health services; supervising an in-service training program; making continuing contacts with persons of high rank in the department of public health, other city departments and outside agencies for the purpose of supplying or obtaining information on psychiatric social work problems of mutual interest; preparing, reviewing and approving confidential case records and reports of patients treated.

**EXAMPLES OF DUTIES:**

1. Initiates and develops psychiatric social work programs for all the divisions of the community mental health services; provides technical direction to subordinate professional staff; coordinates psychiatric social work for the entire service; develops and maintains liaison with other social service agencies.
2. Evaluates psychiatric social work needs of the community; evaluates psychiatric social work program and services of the department; recommends changes in methods and procedures to meet the needs of the community.
3. Develops and is responsible for staff development and in-service training activities; reviews performance of all psychiatric social work personnel in the community mental health service.
4. Advises program chief and director of public health on psychiatric social work matters; participates in program and budget planning of the service.

**MINIMUM QUALIFICATIONS:**

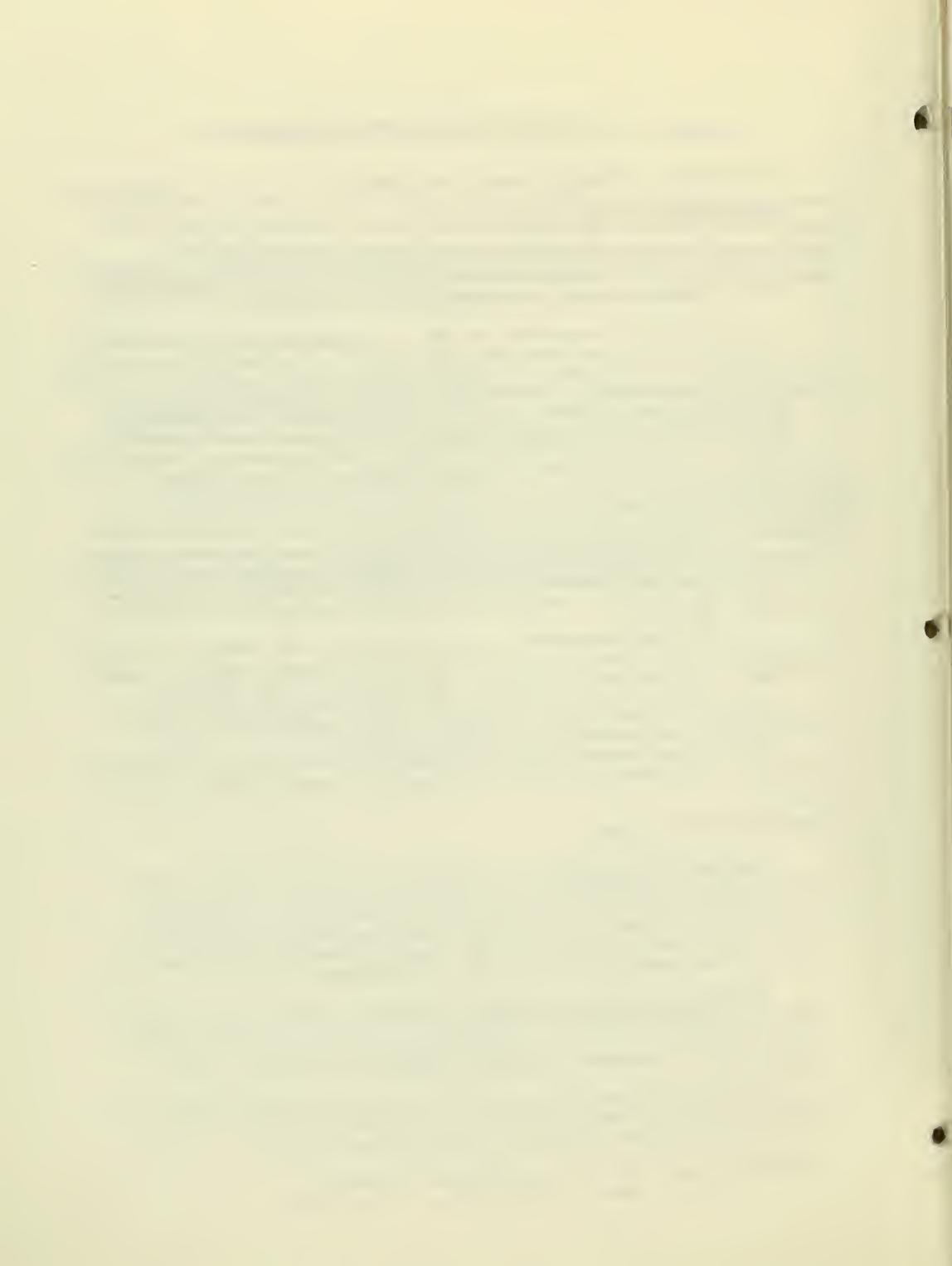
**Training and Experience:** Requires possession of a master's degree in social work with specialization in psychiatric or medical social work.

Requires nine years of experience in psychiatric social work or in family case work dealing with emotional problems and having psychiatric consultation available, including two years of supervisory experience; or an equivalent combination of training and experience.

**Knowledge, Abilities and Skills:** Requires a thorough knowledge of: modern psychiatric social work methods, techniques and procedures; local, state and federal laws, rules and regulations governing social work practices and procedures; the general techniques of organization and supervision.

Requires skill and ability to: work with independence and tact; display initiative, analytic judgment and ingenuity in formulating and executing an effective program of psychiatric social work.

**PROMOTIVE LINES:** To: No normal lines of promotion.  
From: Chief Psychiatric Social Worker



**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**2940                   PROTECTIVE SERVICES WORKER**

**DEFINITION:**

Under general supervision, performs professional investigation, casework, and casework services in a child or adult protective services program. Provides consultative services to individuals, government and community agencies and groups regarding protective services and performs related duties as required.

**DISTINGUISHING FEATURES:**

Positions in the Class 2940 Protective Service Worker are responsible for implementing established methods and procedures in connection with various aid programs for needy children and adults. Positions provide services to protect children and adults and improve family functioning through careful and judicious interpretations of various legal provisions, methods and procedures in recommending expenditures and providing services. Positions in this class have regular contact with families, children, relatives and other concerned individuals and gather, compile and review important detailed, financial, personal and confidential information.

Class 2940 Protective Services Worker is an entry level class for social workers found primarily in the child and adult protective services programs in the Department of Human Services. Class 2940 Protective Services Worker is distinguished from Class 2910 Social Worker in that the nature of the work is more specialized, focusing on the needs of children or adults in need of protective services. Class 2940 Protective Services Worker is distinguished from Class 2944 Protective Services Supervisor, the first line supervisor in the Protective Services Series, in that positions in Class 2940 Protective Services Worker do not supervise other professional staff.

**SUPERVISION EXERCISED:**

Some positions may be required to supervise subordinate clerical or technical staff; however, supervisory responsibilities are ancillary to the main focus of the position.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Interviews and counsels parents, children, adolescents, adult victims, caregivers and perpetrators. Provides case consultation and case management.
2. Determines degree of danger and risk of future abuse and neglect and evaluates child's, elder's or dependent adult's and family's need for services.
3. Develops case plans, court reports and other relevant case documents and provides recommendations to the court.
4. Maintains case information on applicable computerized case management system.
5. Works as a team member with law enforcement, medical professionals, public guardian and legal professionals.
6. Arranges in-home and other services to remedy problems without removal of the protected individual from the home. Conducts permanency planning and placement, as appropriate.
7. Facilitates family maintenance and reunification.
8. Makes presentations before groups.
9. Arranges legal services for clients.
10. Performs related duties and responsibilities as assigned.

## **CLASS 2940 PROTECTIVE SERVICES WORKER**

### **When assigned to Family and Children Services:**

1. Investigates child abuse and neglect allegations and determines whether removal of the child from the home is necessary.
2. Recruits applicants for foster care and adoption . Evaluates adoptive and foster care applicants and finalizes adoptions.
3. Places and supervises children in foster homes and residential treatment centers.

### **When Assigned to Adult Services:**

1. Investigates adult abuse allegations and provides services to adults in danger of abuse or exploitation and arranges adult placements when necessary.
2. Places elders and dependent adults in appropriate level of supervised care.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

**Thorough Knowledge of:** Social work methods and practices; theories of human behavior and group dynamics; interviewing investigative and intervention techniques; child development, the aging process, parenting skills, adolescence, substance abuse, familial violence; causes and treatment of child abuse, family dynamics, death and dying; crisis intervention; and mental health/illness.

**General Knowledge of:** Needs and problems of children, families and adults from diverse socio-economic and cultural backgrounds; community resources and community organizations; policies and procedures relating to the provision of social services; investigative techniques, reporting requirements, and court procedures related to social services; the laws, rules and regulations governing the operation of public social services agencies; therapeutic modalities and pharmacology.

**Ability to:** Assess, diagnose and apply intervention techniques to child, family and adult related problems; establish workload priorities and effective caseload management; exercise tact, objectivity, sensitivity, judgment and cultural competency in dealing with people in a variety of situations; manage stress and criticism while maintaining professional demeanor; communicate effectively with individuals, groups and the courts; write accurate court reports and case summaries; operate a computer to record and maintain case information.

### **EDUCATION/EXPERIENCE:**

Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:

Possession of a Master's Degree in Social Work, Counseling, Gerontology or a related field and either two semesters of supervised field work or six months of post baccalaureate work experience involved in the provision of direct services to families or children, the elderly or disabled.

### **LICENSE:**

Possession of a valid class 3C driver license and clear Motor Vehicle Record (MVR).

2940/42 ADOPTED: 1/12/61

2940/42 AMENDED: 3/15/93

2940 AMENDED AND RETITLED: 10/13/98

2942 ABOLISHED:

REASON FOR AMENDMENT/ABOLISHMENT: Scope of class and title amended to include protective services duties related to adult programs in addition to child welfare services.

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

**2944 PROTECTIVE SERVICES SUPERVISOR**

**DEFINITION:**

Under general direction, supervises, assigns, reviews and participates in the work of a unit responsible for providing casework, client management and continuing client investigation and processing services for all programs in Adult Protective Services and Family and Children Services and to perform a variety of technical tasks relative to assigned area of responsibility.

**DISTINGUISHING FEATURES:**

This is a first full line supervisory class, which assumes responsibility for and participates in the work of a unit responsible for a variety of child or adult protective and welfare assistance related services in Adult Services and Family and Children Services.

The 2944 Protective Services Supervisor is distinguished from the 2914 Social Work Supervisor in that the 2944 is responsible for supervising a unit performing protective service activities in Adult Services and Family and Children Services, while the 2914 Social Work Supervisor is responsible for supervising a unit performing all other social work activities in these divisions. Additionally, the 2944 Protective Services Supervisor is distinguished from the 2915 Program Specialist Supervisor in that Class 2915 Program Specialist Supervisor is responsible for the supervision of a support program including F.R.E.D. Appeals, Overpayment, Quality Control and Training and Handbook.

**SUPERVISION EXERCISED:**

The 2944 Protective Services Supervisor is responsible for supervising a unit performing protective services activities for adults or children, depending on division assignment.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

According to Civil Service Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Plan, prioritize, assign, supervise and review the work of a unit involved in providing casework, client management, and continuing client investigation and processing for Adult and Family and Children Protective Services.
2. Participate in the selection of unit staff; coordinate and provide training.
3. Recommend and assist in the implementation of goals and objectives.
4. Participate in the preparation and administration of the unit budget; monitor expenditures.
5. Review and evaluate performance of unit staff; implement discipline procedures when appropriate.
6. Review and evaluate client case management practices to determine new or continuing social service needs.
7. Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
8. Participate in community and professional groups and committees.
9. Compose and prepare correspondence to applicants, references, state agencies and others; gather statistical data and prepare reports as required.
10. Perform the work of the unit as necessary; perform other related duties and responsibilities required.

## **CLASS 2944 PROTECTIVE SERVICES SUPERVISOR**

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

**General Knowledge of:** Operations, services and activities of the assigned unit; principles of supervision, training and performance evaluation; departmental programs, policies, procedures and terminology; procedures, methods and techniques used in the assigned unit; federal, state, local and departmental laws, policies and procedures regarding Adult Services and Family and Children Services; advanced interviewing and investigative techniques; current literature and sources of information regarding public welfare, community resource development and professional social work practice; social work methods; computer equipment; principles and practices of client relations; methods and techniques of crisis intervention; legal system pertaining to Adult Services and Family and Children Services; normal growth and development of children, the normal aging process and the psychopathology of aging and family relationships; current issues in the field of social work including child welfare, adult abuse and domestic violence; advanced social work research methods and procedures.

**Ability to:** Supervise, organize and review the work of professional, technical and clerical personnel; train and evaluate staff; interpret and apply federal, state, local and Departmental policies, procedures, laws and regulations; analyze and interpret information and adopt corrective action courses of action; consider personal and psychological factors in difficult child, client or family situations; exercise sound judgment in the performance of duties; operate a computer and standard office machines; effectively communicate with and elicit information from clients in difficult situations; establish and maintain cooperative working relationships with those contacted in the course of work; exercise tact, objectivity, sensitivity and cultural competency in dealing with people in a variety of situations.

### **EDUCATION/EXPERIENCE:**

Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:

Possession of a Master's Degree in Social Work, Counseling, or Gerontology or related field and two years of experience as a social service case manager in the field of child welfare or adult protective services.

2944 ADOPTED: 1/12/61

2944 AMENDED: 3/15/93

2944 RETITLED AND AMENDED: 10/13/98

REASON FOR AMENDMENT: Scope of class and title amended to include protective services duties related to adult programs in addition to child welfare services.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ELIGIBILITY SECTION MANAGER

CODE: 2946

CHARACTERISTICS OF THE CLASS

Under general direction, to assist in the supervision, planning and coordination of a Social Services Division by overseeing the operations of a program comprised of multiple units involved in the review and determination of initial and continuing client eligibility for a variety of public assistance programs or of a unit involved in a variety of specialized duties in the assigned support program; to coordinate assigned activities with other divisions, outside agencies and the general public; and to provide highly responsible staff assistance to the assigned management staff.

DISTINGUISHING FEATURES

This is a second line supervisor class which assumes responsibility for a program comprised of multiple units responsible for the review and determination of initial and continuing client eligibility for a variety of public assistance programs or for a variety of specialized duties in the assigned support services program.

Positions in this classification are expected to exercise considerable independent judgment in carrying out work assignments and in supervising subordinate units. Incumbents receive guidance and instruction on general program objectives, program regulations and interpretive guidelines.

The 2946 Eligibility Section Manager is distinguished from the 2948 Social Services Section Manager in that the 2946 class is responsible for management and coordination of income maintenance programs including the review and determination of client eligibility, while the 2948 class is responsible for the coordination of various programs including Family and Children Services, Adult Services, and Gain.

Additionally, the 2946 class is distinguished from the 2947 Hospital Eligibility Manager, Department of Public Health in that the 2946 class is responsible for management and determination of client eligibility and certification for reimbursement, while the 2947 class is responsible for management and determination of client eligibility under public and private health care and financial assistance programs including Medi-Cal and Medicare.

EXAMPLES OF DUTIES

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Assist in coordinating the organization, staffing, and operational activities for the assigned program comprised of multiple units involved in a public assistance program area responsible for providing for the review and determination of initial and continuing client eligibility for a variety of public assistance programs or for specialized duties in an assigned social services program.
2. Participate in the development and implementation of goals, objectives, policies, and priorities for assigned program services; identify resource needs; recommend and implement policies and procedures.
3. Participate in the selection of program staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
4. Direct, coordinate and review the work plan for the assigned program; meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures.

## EXAMPLES OF DUTIES (Cont.):

5. Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
6. Participate in the preparation of the program budget; submit budget recommendations; monitor expenditures.
7. Direct the preparation and maintenance of records, reports, files, and statistical information; supervise the preparation of special correspondence and memoranda.
8. Participate in and represent the department in community activities regarding income maintenance programs; assist in the development and coordination of methods designed to convey information on program scope and requirements to community groups.
9. Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
10. Review and evaluate staff work in determining financial eligibility for assistance programs; sample and verify eligibility and financial assistance levels according to established policies and procedures; review completed cases with respect to eligibility factors, budget computations, changes in grant and terminations of grant; recommend corrective action when required.
11. Review and interpret administrative letters, memos and manual revisions with staff; investigate and respond to reports of program misuse.
12. Coordinate program activities with those of other divisions and outside agencies and organizations; provide staff assistance to the assigned Director; prepare and present staff reports and other necessary correspondence.
13. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of public assistance.
14. Perform related duties as required.

## QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars.... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities, and Skills: Knowledge of: Operational characteristics, services and activities of the assigned public assistance program; principles of supervision, training and performance evaluation; procedures, methods and techniques of determining initial and continuing eligibility; comprehensive knowledge of pertinent Federal, State, and local laws, codes and regulations; services provided by related agencies; interviewing and investigative skills and techniques; principles and practices of caseload management; report preparation practices including statistical procedures; departmental programs, policies, procedures and terminology; legal systems pertaining to assigned program.

Ability to: Manage and coordinate the work of supervisory, technical and clerical personnel; select, supervise, train and evaluate staff; interpret and apply Federal, State, local, and Departmental policies, procedures, laws and regulations; prepare clear and concise administrative reports; audit records and reports to determine program compliance and accuracy of staff; effectively communicate with and elicit information from clients in difficult situations; interpret and apply federal, state, and local Equal Employment, Affirmative Action, and Civil Rights laws, procedures, and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

ADOPTED: 8/19/74

AMENDED: 11/17/80; AMENDED AND RETITLED 3/15/93

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: HOSPITAL ELIGIBILITY MANAGER,  
DEPARTMENT OF PUBLIC HEALTH

CODE: 2947

CHARACTERISTICS OF THE CLASS

Under general direction, manages and coordinates the operations of a program comprised of a group of hospital eligibility units involved in the review and determination of eligibility of patients for medical treatment under the terms of various public and private health care and financial assistance programs including Medi-Cal and Medicare in order to maximize hospital reimbursement from federal, state, local, and third-party payor sources; coordinates assigned activities with other divisions, outside agencies and the general public; and provides highly responsible staff assistance to the assigned management staff.

DISTINGUISHING FEATURES

This class is distinguished from class 2909 which supervises single units, in that the former is the second line supervisory class which assumes responsibility for a program comprised of multiple registration, admission, and eligibility units involved in the review and determination of eligibility of patients for medical treatment under the terms of various public and private health care and financial assistance programs; and in collecting payment for treatment given.

Positions in this classification are expected to exercise considerable independent judgment in carrying out work assignments and in supervising subordinate units. Incumbents receive guidance and instruction on general program objectives, program regulations and interpretive guidelines.

The 2947 Hospital Eligibility Manager, Department of Public Health is distinguished from the 2946 Eligibility Section Manager in that the 2947 class is responsible for management and determination of client eligibility under public and private health care and financial assistance programs including Medi-Cal and Medicare, while the 2946 class is responsible for management and determination of client eligibility and certifies for reimbursement.

EXAMPLES OF DUTIES

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Assist in coordinating the organization, staffing, and operational activities for the assigned program comprised of registration, admissions and eligibility units involved in the determination of eligibility for medical treatment under the terms of various public and private medical programs including Medi-Cal, Medicare and other third party payors.
2. Participate in the development and implementation of goals, objectives, policies, and priorities for assigned program services; recommend and implement policies and procedures.
3. Identify resource needs and funding sources; review government and third party policies, regulations, court decisions, and similar sources to identify new or under utilized payor sources.

EXAMPLES OF DUTIES (Continued)

4. Participate in the development of revenue goals and projections; develop new strategies for reimbursement.
5. Participate in the selection of program staff; provide and coordinate staff training; work with employees to correct deficiencies, motivate employees to achieve high standards of performance; implement discipline procedures.
6. Direct, coordinate and review the work plan for the assigned program; meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures.
7. Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
8. Prepare and administer the program budget; submit budget recommendations; monitor expenditures; oversee and monitor requisition of supplies, equipment, and capital equipment.
9. Oversee and direct various decentralized registration areas.
10. Direct the preparation and maintenance of records, reports, files, and statistical information; supervise the preparation of special correspondence and memoranda.
11. Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints; ensure patient rights are maintained.
12. Review and evaluate staff work in determining financial eligibility for health care assistance programs; sample and verify eligibility and financial assistance levels according to established policies and procedures; review completed applications with respect to eligibility factors and budget computations.
13. Review and interpret administrative letters, memos and manual revisions with staff; investigate and respond to reports of program misuse.
14. Coordinate program activities with those of other hospital departments, public health clinics, and various outside agencies and organizations; provide staff assistance to the Associate Administrator; prepare and present staff reports and other necessary correspondence.
15. Act as liaison between other City Departments, County, State, Federal and other agencies and facilities to assure the appropriateness of admissions, transfers, discharges and that necessary eligibility guidelines are followed to maximize revenue.
16. Provide consultation and recommend solutions to difficult eligibility, registration and admission problems; serve as a resource to supervisory staff.
17. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of public health assistance.
18. Perform related duties as required.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars.... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

CLASS TITLE: HOSPITAL ELIGIBILITY MANAGER,  
DEPARTMENT OF PUBLIC HEALTH

CODE: 2947

QUALIFICATIONS (Continued)

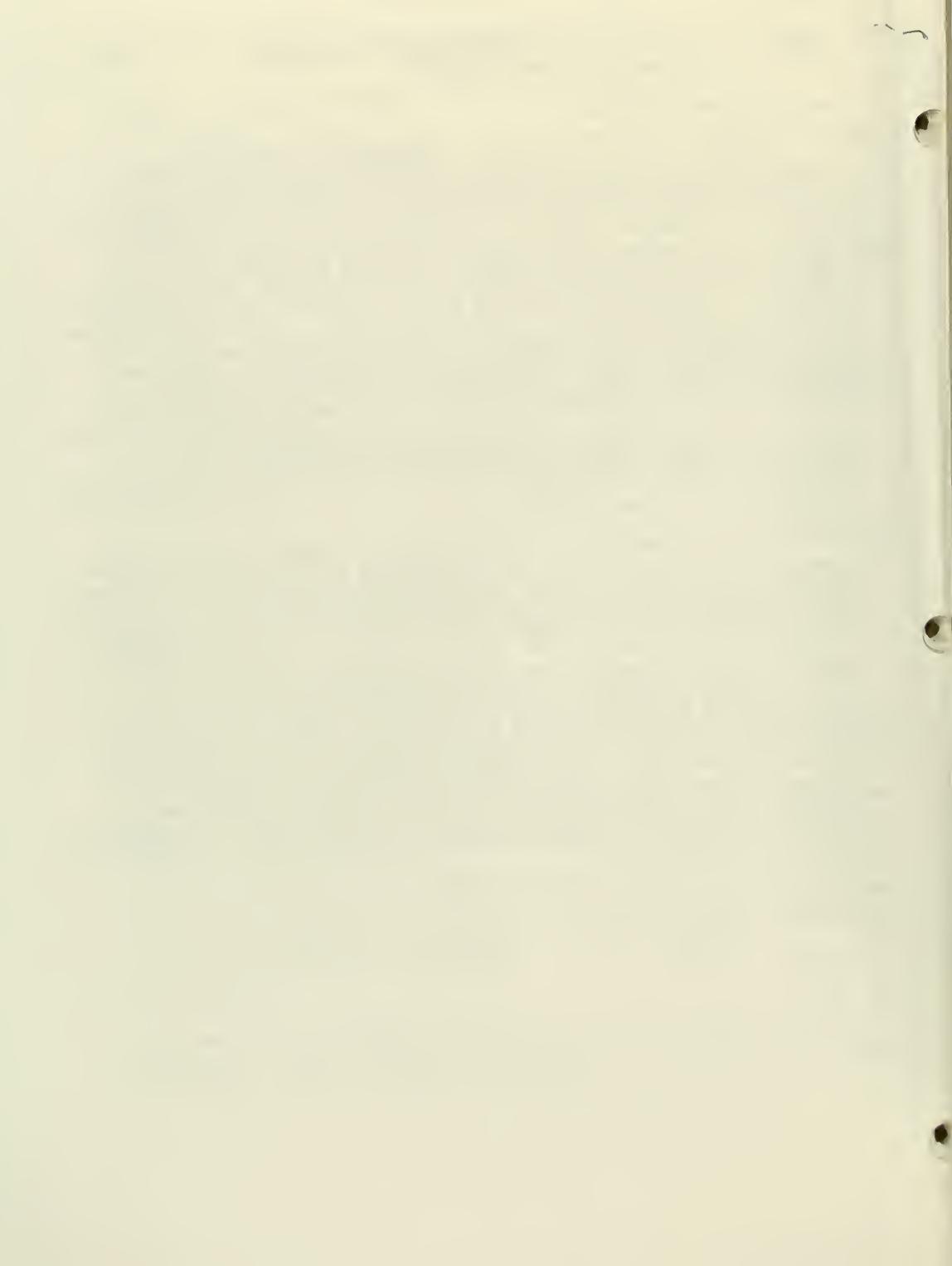
Knowledge, Abilities, and Skills: Knowledge of: Operational characteristics, services and activities of the assigned public health assistance program; modern and complex principles and practices of Social Services programs; principles of supervision, training and performance evaluation; procedures, methods and techniques of determining eligibility for reimbursement from Medi-Cal, Medicare, and other public and private medical/financial assistance programs; principles and practices of client relations; procedures and policies of patient registration and admitting; comprehensive knowledge of pertinent Federal, State, and local laws, codes and regulations; hospital policies, goals, and objectives; analytical and problem solving methodology; interviewing and investigative skills and techniques; report preparation practices including statistical procedures; departmental programs, policies, procedures and terminology; medical terminology; principles and practices of accounting systems, budget preparation, and administration; principles and practices of organization, administration and personnel management; modern office procedures, methods and computer equipment; research methods and sources of information related to a broad range of social services programs, services and administration; legal systems pertaining to assigned program.

Ability to: Manage and coordinate the work of supervisory and technical personnel; select, supervise, train and evaluate staff; interpret and apply Federal, State, local, hospital, and Departmental policies, procedures, laws and regulations; prepare clear and concise administrative reports; administer various administrative and budgetary activities; audit records and reports to determine program compliance and accuracy of staff; effectively communicate with and elicit information from patients and others in difficult situations; calm potentially disruptive or explosive situations; interpret and apply various health assistance programs' procedures and regulations; utilize and coordinate local resources to the fullest extent; exercise sound judgment in the performance of duties; evaluate and develop improvements in operations, procedures and policies; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; communicate clearly and concisely, both orally and in writing, often with multi-cultural dialects and languages other than English; establish and maintain cooperative working relationships with those contacted in the course of work.

ADOPTED: 3/6/89

AMENDED: 3/15/93

#4381c



CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: HUMAN SERVICES SECTION MANAGER

JOB CODE: 2948  
Business Unit: COMMN

**DEFINITION:**

Under general direction, assists in the supervision, planning and coordination of a Human Services division by overseeing the operations of a program comprised of multiple units involved in providing casework, client management and continuing client investigation and processing services for programs such as: Family and Children Services, Adult Services, CalWORKs, County Adult Assistance Program, Medi-Cal, Food Stamps, Employment Support Services, or in multiple units involved in the review and determination of initial and continuing client eligibility for a variety of public assistance programs, or of a unit involved in a variety of specialized duties in the assigned support program; coordinates assigned activities with other divisions, outside agencies and the general public and provides highly responsible staff assistance to assigned management staff.

**DISTINGUISHING FEATURES:**

This is the second line supervisor class which assumes responsibility for a human services program comprised of multiple units. Positions in this class are expected to exercise considerable independent judgement in carrying out work assignments and in supervising subordinate units. Incumbents receive guidance and instruction on general program objectives, program regulations and interpretive guidelines.

The 2948 Human Services Section Manager is distinguished from the 2969 Human Services Program Manager in that the 2948 class is responsible for the supervision and coordination of multiple units providing social services in Family and Children Services, Adult Services, CalWORKs, and income maintenance programs. The 2969 class is responsible for the overall management of various human services programs. The 2948 class is distinguished from the 2968 Human Services Manager, Investigation in that the latter is responsible for the supervision of investigation and fraud detection activities.

Additionally, the 2948 Human Services Section Manager is distinguished from the 2947 Hospital Eligibility Manager, Department of Public Health in that the 2948 class is responsible for management and determination of client eligibility for human services programs, while the 2947 class is responsible for management and determination of client eligibility under public and private health care and financial assistance programs including Medi-Cal and Medicare.

**SUPERVISION EXERCISED:**

This class supervises first line supervisors responsible for multiple units providing social services for programs such as: Family and Children Services, Adult Services, CalWORKs, County Adult Assistance Program, Medi-Cal, Food Stamps, Employment Support Services, and income maintenance programs. Supervision may include unit(s) involved in a variety of specialized duties in an assigned support program, administrative and/or clerical staff.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Manage units or sections and supervise assigned staff responsible for the review and determination of client eligibility for a variety of public assistance programs and/or for providing casework, client management, employment services and social services. Supervisory responsibility includes evaluating staff work to solve problems and determine that appropriate decisions are made in eligibility determination or social service delivery in accordance with federal, state and local laws. Use departmental and citywide policies and procedures to determine appropriate disciplinary or non-disciplinary actions, including training to correct performance or behavior deficiencies.
2. Participate with Human Services Program Manager and Deputy Director in the development and implementation of program goals, objectives, policies and priorities, program compliance with applicable policies and procedures, program performance measures and corrective action, when needed.
3. Coordinate and participate in program activities and meetings with internal divisions and outside agencies to enhance service delivery, convey program successes and needs to community groups and develop and maintain critical internal and external relationships.
4. Direct the preparation and maintenance of program records, reports, files and statistical information for reporting to top management and to assist with long and short range planning.

**EXAMPLE OF IMPORTANT AND ESSENTIAL DUTIES (continued):**

5. Review and interpret administrative letters, memos, regulations, legislation, and manual revisions with staff to ensure continuity of service or benefit delivery among staff and a consistent understanding of policies and procedures.
6. Direct and coordinate the flow of work to staff, including routine assignments and special projects, for completion to ensure required deadlines are met and workload is balanced among staff.
7. Participate in the preparation of program budget, including identifying and justifying staff and equipment needs to ensure appropriate resources are available to meet job expectations.
8. Participate in the recruitment and selection of staff to ensure the most qualified and appropriate staff are hired to meet program needs, by recommending recruitment sources, serving on interview panels and developing selection tools such as interview questions and written exercises.
9. Write policies, procedures, reports, memos, and other correspondence, as needed.
10. Performs related duties and responsibilities as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

**Knowledge of:** Advanced management, supervisory, investigative and interviewing techniques; socio-economic and cultural factors which may affect client and family functioning; pertinent federal, state and local laws, codes and regulations related to eligibility determination and social service delivery for the various public assistance programs; departmental policies, procedures and terminology associated with services provided by the Department; current literature and other resources, information regarding public welfare, community resource development, child welfare and professional social work practice; methods and techniques used in crisis intervention and problem solving; dynamics of aging, adult dependency and loss, poverty, child abuse, neglect and exploitation.

**Ability to:** Train and direct supervisors and staff in the performance of duties, evaluate performance, develop and follow through on corrective actions, when required; write logically, concisely and clearly, using appropriate vocabulary and correct spelling, punctuation, grammar and syntax; plan, organize, analyze and coordinate the work of self and others to increase the efficiency and effectiveness of the Program, including setting priorities and coordinating and scheduling staff and their activities in a logical manner; effectively manage time to ensure deadlines are met; promote and maintain cooperative working relationships with internal and external contacts; interpret and apply appropriate laws, rules and regulations and Departmental policies and procedures; accurately gather, record and evaluate data necessary to determine appropriate protective services and/or public assistance programs for clients; exercise sound judgement in performance of duties; speak clearly, concisely and logically by organizing ideas and communicating them using proper grammar; recognize potential or existing conflict and apply appropriate techniques to resolve problems; understand and perform basic computer applications.

**EXPERIENCE AND TRAINING GUIDELINES:**

**Experience:** Two years of verifiable supervisory experience in an income maintenance or staff development section of a county or state administered welfare program, equivalent to classes 2907 Eligibility Worker Supervisor, 2909 Hospital Eligibility Supervisor, 2914 Social Work Supervisor, 2915 Program Specialist, 2944 Protective Services Supervisor or, 9705 Employment and Training Specialist IV, in the City and County of San Francisco.

**Training:** Some positions may require a Masters Degree in Social Work, or Counseling, or a Marriage and Family Therapist License (MFT).

**DOCUMENTS DEPT.**

Effective Date: 7/1/65

APR 18 2001

Amended and Retitled: 3/15/93

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Amended Date: 4/6/01

Reason for Amendment: Class 2948 updated as a result of a job analysis.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: SOCIAL SERVICE DIVISION SUPERVISOR

CODE: 2950

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, organizes and directs the activities of large units and staffs of professional and auxiliary personnel in administering public assistance programs and services to needy children and families, medical aid, psychiatric treatment, general relief and related services; makes and/or recommends important decisions on difficult case problems; assumes responsibility for in-service training of staff personnel in order to maintain high standards of social service work; and performs related duties as required.

Requires major responsibility for: originating, developing, co-ordinating and executing policies and methods affecting all units of the areas supervised; achieving wide-spread major economies and/or preventing wide-spread major losses through efficient management of the various organization units supervised, including control of related expenditures within budgetary appropriations; making regular contacts involving meeting and dealing with persons of substantially high rank on specialized social welfare matters; directing the preparation, review, approval and maintenance of all case records, reports and related files.

EXAMPLES OF DUTIES:

1. Plans, organizes, directs and co-ordinates the social service activities of the staffs of the units in the assigned division; gives expert consultation on all categories of aid, medical care programs, services to needy children, other assistance programs and their related services; confers with assistant directors and other supervisory personnel regarding policies, procedures, personnel matters and casework problems.
2. Supervises and assists in establishing and carrying out in-service training programs.
3. Periodically evaluates effectiveness of established policies and procedures and casework practices; initiates and develops improved methods or makes recommendations for improvements.
4. Studies and analyzes legal provisions, rules, regulations and directives pertaining to various expenditures of social service work in the assigned field; interprets and clarifies requirements to staff.
5. Conducts divisional staff meetings to discuss casework methods and techniques for the purpose of improving and providing better and more effective services; studies and analyzes the organizational functioning of the division; makes special studies to determine opportunities for increasing effectiveness and efficiency of division operations; works with individual unit supervisors as well as with groups to study and make recommendations for improving forms, procedures and effectuate work simplification.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of two years of graduate training in an accredited school of social work and three years of supervisory, administrative or consultative experience at a level comparable to that of social work supervisor in one of the areas of social service; or an equivalent combination of training and experience.

CLASS TITLE: SOCIAL SERVICE DIVISION SUPERVISOR  
(Continued)

CODE: 2950

Knowledge, Abilities and Skills: Requires thorough professional knowledge of: provisions of the social security act and the welfare and institutions code and civil code pertaining to old age security, aid to the blind, aid to needy children, indigent aid, aid to needy disabled and the various programs for children, including adoptions, foster home placement and supervision of children, and licensing of boarding homes, and specialized services for children; principles of casework supervision, public and private community resources and their application; principles and techniques of social welfare casework.

Requires demonstrated professional skill and ability in the application of recognized principles of organization and supervision to the functions, activities and personnel of a large welfare agency.

PROMOTIVE LINES:

To: Assistant Director, Social Service Programs

From: Social Work Supervisor  
Child Welfare Supervisor  
Medical Social Work Supervisor  
Psychiatric Social Work Supervisor

AMENDED: 7/1/65

## CHARACTERISTICS OF THE CLASS:

Under general direction, directs the activities of a staff of professional workers engaged in the development and maintenance of liaison with community and neighborhood organizations as well as with public and private agencies in order to interpret the program and policies of the Department of Social Services; develops improved programs in light of suggestions originating out of contact with community organizations and outside agencies; acts as a consultant to the department in this regard, and represents the department to the community on a responsible level; performs related duties as required.

Requires major responsibility for: originating, developing and recommending on policies, procedures, and programs involving the relations of the department with the community; interpreting and explaining department programs, policies, and procedures to community representatives, outside organizations, and others; making regular important and responsible contacts in this regard which may include dealing with others in strained circumstances or hostile environments; originating and replying to a variety of correspondence and directing the maintenance of records and reviewing operational reports.

## EXAMPLES OF DUTIES:

1. Supervises or directs the work of a staff engaged in providing a variety of community organization services for the Department of Social Services; assigns areas of responsibility; trains staff in technique of community organization and group work, including method of establishing liaison, interpreting the policies and programs of the Department of Social Services, identifying community problems or situations leading to mutual misunderstanding between the community and the Department of Social Services, gathering and evaluating such information and initiating appropriate action.

2. Reviews work of staff and evaluates staff performance, assessing workers' effectiveness and suitability for the work.

3. Plans, organizes, and directs the work of the Community Services Section; obtains information relative to the work of the section through observation, work, and contacts within the community and by reading studies, records, reports, and proceedings of organizations and groups within the community as well as professional journals and other publications dealing with urban or community matters; works toward the identification of opportunities to improve relationships between the Department of Social Services and other agencies, groups, or organizations and coordinates mutual programs or activities to stimulate efforts toward improvements of existing resources and services and establishes new ones; improves public knowledge and understanding of Department of Social Services programs and policies; initiates or cooperates in attempts to ameliorate conditions contributing toward economic dependency of individuals or those which have a negative effect on the opportunity of low income groups to participate equally and effectively in the life of the community.

4. Represents the Department of Social Services before a variety of agencies, organizations, and groups; negotiates with various public and private agencies for improved services to clients of the Department of Social Services or to improve working relationships between organizations; serves as representative of Department of Social Services in providing staff and consultative services to community projects; participates in activities of community action groups on behalf of the Department of Social Services; shares information of mutual concern, and promotes coordination between organizations; speaks before groups; participates and leads panel discussions with respect to community activities;

## EXAMPLES OF DUTIES: (cont'd)

negotiates with militant groups such as welfare rights organizations with respect to Department of Social Services policies, procedures, and areas of concern as well as the needs and problems of welfare recipients.

5. Develops and maintains effective and close working relationships with key personnel in agencies and organizations whose activities are related to those of the Department of Social Services; assures that Department of Social Services interests with respect to community or interagency action are taken into consideration, reflected in planning, and in implementation of community programs.

6. Provides management of the Department of Social Services information on which to base departmental program planning and coordination; reports on community developments and renders interpretations in this regard; recommends on improved, revised, or amended programs, procedures, or policies; works toward the development of new projects or programs within the department; seeks out and maintains information on community action, social planning, or related material both within the department and with community groups; develops information on activities or services of outside groups or agencies whose activities may affect those of the Department of Social Services or its clients.

## MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of two years of graduate training in an accredited school of social work; requires five years of progressively responsible social work experience, two years of which must have been in neighborhood, group, community organization work, or some closely related activity. One year of supervisory or administrative experience must be included in the above.

Knowledge, Abilities and Skills: Requires knowledge of: theory and principles of social work, particularly as applied to intergroup relations; legal provisions on which various categorical aid programs are based; modern urban problems.

Requires Ability To: Represent the Department of Social Services before community groups; participate effectively as a force in development of a community-wide program of social action; speak and write effectively.

ADOPTED: 12/18/67

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: EXECUTIVE ASSISTANT TO THE GENERAL  
MANAGER, DEPARTMENT OF SOCIAL SERVICES

CODE: 2952

CHARACTERISTICS OF THE CLASS

Under general direction, to provide administrative support to the 2974 General Manager, Department of Social Services in matters related to public relations, research, analysis and special projects; to coordinate assigned activities with other divisions, outside agencies and the general public; and to provide highly responsible and complex staff assistance to the executive staff and 2974 General Manager, Department of Social Services.

DISTINGUISHING FEATURES

This classification assumes responsibility for providing responsible administrative support to the 2974 General Manager. This classification is expected to assume responsibility for originating, developing, coordinating, and executing policies, methods, and procedures applicable to the assigned projects. This classification makes important contacts with both subordinate supervisors and persons of substantially higher rank in connection with the interpretation of specialized matters and the obtaining of desired action. Positions in this classification direct the preparation and maintenance of important operations, financial, personnel, and specialized records and reports.

The 2952 Executive Assistant to the General Manager, Department of Social Services is distinguished from the 2917 Program Support Analyst in that the 2952 class is responsible for higher level administrative duties including reporting to higher level managers than the 2917 class.

EXAMPLES OF DUTIES

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Conduct research and develop recommendations on Department-wide work methods, operating policy and procedures, programs, services, and other administrative issues; collect and analyze data; provide written and oral reports.
2. Serve as 2974 General Manager, Department of Social Services' press liaison; provide information to the community and the media; ensure media and community involvement.
3. Represent the 2974 General Manager, Department of Social Services by attending various meetings; direct community meetings regularly; act as liaison for 2974 General Manager, Department of Social Services at meetings.
4. Participate in the preparation and administration of the Department budget; submit budget recommendations; monitor expenditures; assist other departments in budget preparation.
5. Act as key staff liaison to the Board of Supervisors.
6. Act on problems as they arise; determine nature and extent of problem; identify issues and provide options; make recommendations to the 2974 General Manager, Department of Social Services on ways to address specific problems.

EXAMPLES OF DUTIES (continued)

7. Administer specific program activities by planning, organizing and supervising activities; establish and implement, with approval, operating policies and procedures.
8. Coordinate assigned activities with other staff, representatives of other public or private agencies, and members of the general public.
9. Serve as liaison with divisions on administrative and special projects and operations.
10. Provide highly responsible administrative staff assistance including conducting specific and comprehensive analyses of a wide range of policies involving organization, procedures, finance and services.
11. Perform related duties as assigned.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars.... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities, and Skills: Knowledge of: Modern and complex principles and practices of program development and administration; organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs; principles of municipal budget preparation and control; research methods and sources of information related to a broad range of programs, services and administration; pertinent Federal, State and local laws, codes and regulations; modern office procedures, methods and computer equipment; advanced principles and techniques used in public relations.

Ability to: Effectively administer a variety of special programs and administrative activities; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; interpret and apply Department policies, procedures, laws and regulations; perform a wide variety of administrative duties with little or minimal supervision; effectively deal with the media and community in a favorable manner; gain cooperation through discussion and persuasion; evaluate and develop improvements in operations, procedures, policies, or methods; prepare clear and concise reports and develop appropriate recommendations; exercise sound judgment in the performance of duties; interpret and apply federal, state, and local Equal Employment, Affirmative Action, and Civil Rights laws, procedures, and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

ADOPTED: 3/15/93

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CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

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JOB CODE: 2953

Business Unit: COMMN

**JOB CODE TITLE: CHIEF DEPUTY DIRECTOR,  
DEPARTMENT OF HUMAN SERVICES**

**DEFINITION:** Under general administrative direction, plans, directs, manages and oversees the activities and operations of the Department of Human Services subject to approval by the 2974 Executive Director, Department of Human Services (DHS). Coordinates assigned activities with other City and County departments and outside agencies and provides highly responsible and complex administrative support to the 2974 Executive Director, DHS.

**DISTINGUISHING FEATURES:** This single position class serves as a chief assistant to the 2974 Executive Director, DHS with line responsibility under the Executive Director for administering all social services activities of the department. The 2953 Chief Deputy Director, DHS is distinguished from the Executive Director, DHS in that the latter is the highest level management class in the department with full departmental responsibility. It is further distinguished from the 2973 Deputy Director, DHS, in that incumbents in the latter class function as Division Managers with responsibility for specific departmental programs.

**SUPERVISION EXERCISED:** This class supervises Deputy Directors responsible for coordinating the programs and activities of assigned divisions within the department. Supervision may include Special Assistants responsible for coordinating specialized and support programs.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

*According to Civil Service Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.*

1. Assumes full management responsibility for all DHS programs and activities including income maintenance, social service programs, and administrative support; recommends and administers policies and procedures.
2. Manages the development and implementation of Department goals, objectives, policies, and priorities for each assigned service area; establishes within City and County policy appropriate service staffing levels; allocates resources accordingly.
3. Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of changes.
4. Represents the Executive Director, DHS to the Mayor, Boards and Commissions, Federal, State, and local welfare agencies, other city departments, elected officials and outside agencies; negotiates and resolves sensitive, significant and controversial issues.
5. Selects, trains, motivates and evaluates Department personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
6. Plans, directs and coordinates, through subordinate level managers, the Department's work plan; meets with management staff to identify and resolve problems; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures.
7. Manages and participates in the development and administration of the Department budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs the preparation and implementation of budgetary adjustments as needed.
8. Coordinates Department activities with those of other departments and outside agencies and organizations; provides staff assistance to the Executive Director, DHS; prepares and presents staff reports and other necessary correspondence; directs the preparation of a wide variety of operational, fiscal, or statistical reports and summaries required under various provisions of State and Federal legislation.
9. Coordinates Department activities with those of other departments and outside agencies and organizations; provides staff assistance to the Executive Director, DHS; prepares and presents staff reports and other necessary correspondence; directs the preparation of a wide variety of operational, fiscal, or statistical reports and summaries required under various provisions of State and Federal legislation.
10. Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to programs, policies, and procedures as appropriate.
11. Analyzes and makes recommendations on proposed and enacted legislation affecting the operations of the Department; makes recommendations on program modifications and Department reorganization resulting from such legislation.

12. Represents the Department in community activities regarding social services programs; assists in the development and coordination of methods designed to convey information on program scope and requirements to community groups.
13. Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints.
14. Serves as the Executive Director, DHS when the Executive Director is absent or when assigned.
15. Performs related duties and responsibilities as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

**Knowledge of:** Operational characteristics, services and activities of a comprehensive social services program; organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs; modern and complex principles and practices of program development and administration; advanced principles and practices of budget preparation and administration; social services theory, principles and practices and their application to a wide variety of programs; principles of supervision, training and performance evaluation; comprehensive knowledge of pertinent Federal, State and local laws, codes and regulations; services provided by related agencies; departmental programs, policies, procedures and terminology, recent developments, current literature and sources of information regarding public welfare, community resource development and professional social work practice; analytical and problem solving methodology; and principles of public welfare administration.

**Ability to:** Plan, organize, direct and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility; select, supervise, train and evaluate staff; provide administrative and professional leadership and direction for the DHS; identify and respond to community and Executive Director issues, concerns and needs; develop, implement and administer goals, objectives, and procedures for providing effective and efficient social services; prepare and administer large and complex budgets; allocate limited resources in a cost effective manner; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; research, analyze, and evaluate new service delivery methods, procedures and techniques; prepare clear and concise administrative and financial reports; interpret and apply Federal, State, local and Departmental policies, procedures, laws and regulations; effectively communicate with and elicit information from clients in difficult situations; utilize and coordinate local resources to the fullest extent and work cooperatively in community activities with committees, groups, and other agencies; exercise sound judgement in the performance of duties; interpret and apply Federal, State, and local Equal Employment, Affirmative Action, and Civil Rights laws, procedures and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work; and understand and perform basic computer applications.

**EXPERIENCE AND TRAINING GUIDELINES:** Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:

**Training:**

Baccalaureate degree from an accredited college or university; Master's Degree in Social Work, Business Administration, Public Administration or a related field preferred, AND

**Experience:**

Five (5) years management level administrative experience in a public assistance program or private non-profit agency.

**Adopted:** 12/8/86

**Amended Date:** 3/15/93

**Retitled/Amended Date:** 1/21/00

**Reason for Amendment:** To update departmental name and job title and accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DEPUTY GENERAL MANAGER, DEPT. OF SOCIAL SERVICES CODE: 2953

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, acts as the Deputy General Manager of the Department of Social Services with line responsibility under the General Manager for the overall administration of the department; assists in the planning, organization, direction and coordination of all the operations of the department; acts for the General Manager in his absence and performs related duties as required.

DISTINGUISHING FEATURES:

This single position class has line responsibility under the General Manager of the Department of Social Services for administering all social services activities of the department. The class of Deputy General Manager is distinguished from the next lower class of Assistant General Manager, Dept. of Social Services in that the four positions in the latter class each has specific responsibility for a single program area of Income Maintenance, Adult or Children's Social Service Programs or Administrative Support Services.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Serves as chief assistant to the General Manager in all matters pertaining to the administration of the department; acts as a general adviser to the General Manager.
2. Manages, directs and coordinates the major functional areas of Income Maintenance, Social Service Programs and Administrative Support Services.
3. Assists the General Manager in the formulation and coordination of departmental work programs and operating policies; assists in the assignment, scheduling and review of the program of work.
4. Directs operations of the overall departmental financial program including budgeting, accounting, revenue claiming and recovery, contract management and fiscal information systems.
5. Represents the General Manager before the Legislature, Mayor, Boards and Commissions and Federal, State and Local Welfare Agencies; acts for the General Manager in his absence.
6. Analyzes and makes recommendations on both proposed and enacted legislation affecting the operations of the department; makes recommendations on program modifications and department reorganization resulting from such legislation.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

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CLASS TITLE: DEPUTY GENERAL MANAGER, DEPT. OF SOCIAL SERVICES CODE: 2953

QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: A thorough professional and managerial working knowledge of the principles of public personnel administration; the provisions of the State Welfare and Institutions Code and Civil Code pertaining to aid to families with dependent children, general assistance, medical care and medical assistance for the aged, adoptions, foster home placement and supervision of children, licensing of boarding homes for children and the aged and specialized services for children; the provision of the Federal Social Security Act.

Major demonstrated skill and ability to: plan, organize, direct and coordinate the activities and related staffs of a large public welfare agency; analyze situations accurately and adopt effective courses of action; utilize and coordinate various local welfare resources and work cooperatively and effectively in community activities, committees, groups and other agencies; interpret to individuals or groups, the public welfare programs and services of the department; the ability and the experience to represent the agency before the Legislature, Boards and Commissions or State and Local Agencies.

ADOPTED: 12/8/86

#0144b

CIVIL SERVICE COMMISSION OF SAN FRANCISCO

CLASS TITLE: VOCATIONAL PSYCHOLOGIST

CODE: 2954

CHARACTERISTICS OF THE CLASS:

Under direction, provides professional psychological assistance to the social work staff engaged in vocational rehabilitation activities; provides consultation on various matters; conducts appropriate psychological tests; performs interpretations and evaluations on individual cases and makes recommendations thereon; and performs related duties as required.

Requires responsibility for: carrying out and interpreting existing policies, methods and procedures; continuous personal contact with clients or their relatives, professional staff members and representatives of outside public or private organizations; submission of reports on the above activities.

EXAMPLES OF DUTIES:

1. Consults with staff members of vocational services division, with reference to appropriate measures to be employed in individual rehabilitation cases.
2. Administers appropriate standardized psychological tests of aptitude, intelligence and vocational intent and analyzes tests results with respect to proper training and vocational rehabilitation.
3. Makes evaluations on progress of individuals receiving rehabilitation services; makes recommendations for additional services to individuals or modifications of present rehabilitation activities.
4. Conducts interviews with recipients referred by vocational services workers and makes reports of findings and diagnoses to the workers.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires possession of the Master's Degree in psychology from a recognized university or college.

Requires at least one year of experience in a position with major duties of which include the administration of psychological tests and psychological vocational counseling.

Knowledge, Abilities and Skills: Requires a thorough knowledge of psychological methods and procedures particularly as they apply to vocational rehabilitation; existing legal provisions pertinent to the vocational rehabilitation services program.

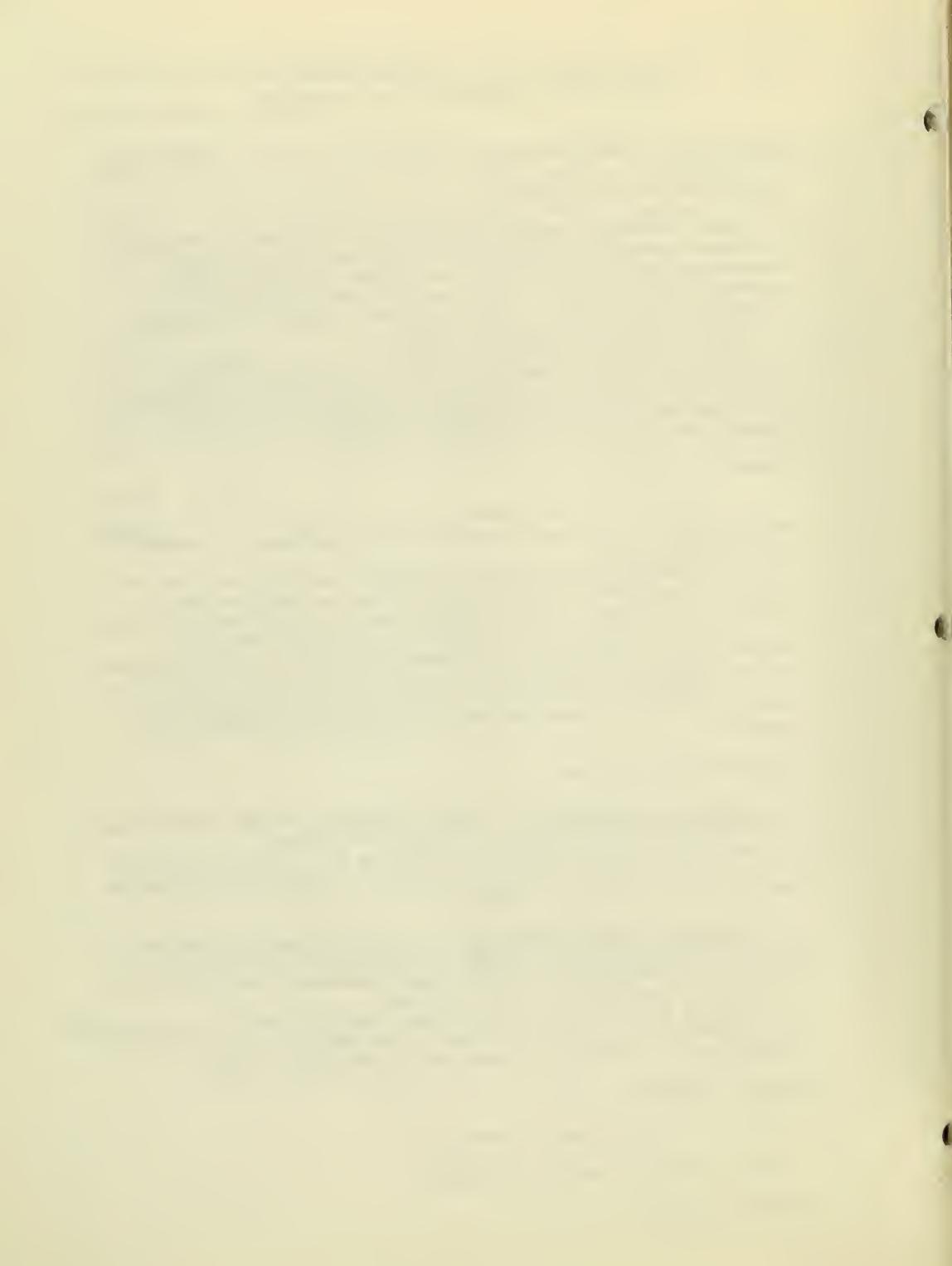
Requires the ability to: effectively employ interviewing, counseling, and psychological testing techniques in the determination of types of rehabilitation services to be extended to the welfare client.

PROMOTIVE LINES:

To: No normal line of promotion

From: Original entrance examination

ADOPTED: 2/18/65



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: VOCATIONAL SERVICE SUPERVISOR

CODE: 2956

CHARACTERISTICS OF THE CLASS:

Under general direction, directs the activities of a unit of the Vocational Services Division; assigns case loads; evaluates, trains and advises personnel; and performs related duties as required.

Requires responsibility for: executing and enforcing existing policies and procedures relating to the activities of the unit; interpreting to recipients and to the staff applicable provisions of the welfare codes; making regular personal contacts with representatives of other agencies and outside organizations interested in rehabilitation or vocational guidance activities; directing and participating in the preparation and maintenance of records and reports relating to the activities of the Vocational Services Division.

EXAMPLES OF DUTIES:

1. Supervises the activities of the staff of a Vocational Services Unit with respect to the training, policy interpretation, enforcement of procedures and other aspects of the program.

2. Assigns case loads and other duties to subordinate staff members; establishes co-ordination between the Vocational Services Unit and other Divisions of the Department of Public Welfare.

3. Reviews and makes decisions upon difficult aspects of the work; reviews diagnosis and eligibility determination as presented by subordinates to insure conformance with established standards.

4. Conducts staff conferences for purpose of planning and co-ordinating Department and Divisional activities; assists in the establishment and maintenance of liaison with social, medical, educational, and employment resources of the community.

5. Renders a variety of oral and written reports on the activities of Vocational Services Unit in the various areas of training, counseling, advising, referrals, employment work experience or other activities; evaluates performance of subordinates.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with graduation in public administration, business administration, social service, psychology, personnel management or vocational education. Requires five years of experience in a position, the major duties of which involved vocational counseling, employment interviewing, and employment placement work.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: principles and procedures of social work particularly as applicable to vocational rehabilitation activities as well as the knowledge of certain provisions of the welfare codes and other legislation affecting the activities of the Vocational Services Unit.

CLASS TITLE: VOCATIONAL SERVICE SUPERVISOR  
(Continued)

CODE: 2956

Requires the ability to: supervise the activities of a group of subordinates engaged in vocational rehabilitation; assign case loads and evaluate the work of subordinates so engaged.

PROMOTIVE LINES:

To: No normal line of promotion

From: Vocational Service Counselor

ADOPTED: 2/18/65

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR OF VOCATIONAL DEVELOPMENT AND TRAINING

CODE: 2958

CHARACTERISTICS OF THE CLASS:

Under general direction, plans, organizes, directs and co-ordinates a community-wide program of work and training to be offered to recipients of public assistance with a view toward obtaining employment for these groups; and performs related duties as required.

Requires responsibility for: assisting in the establishment of objectives, policies and guide lines related to the community work and training program as well as the development and enforcement of methods and procedures to be employed in the execution of the program; continuing high level personal contacts with representatives of community organizations interested in vocational rehabilitation activity as well as representatives of outside agencies, such contacts to involve the determination of complex problems related to the objectives of the program; prepares or directs the preparation of a variety of records and reports related to program operations.

EXAMPLES OF DUTIES:

1. Plans, organizes, directs and co-ordinates a program designed to maximize the employability of those receiving public assistance; determines methods and procedures to be followed in the execution of the program and plans, assigns and directs the work of subordinate personnel.

2. Reviews and reports as to progress made by program; makes continuous evaluations and recommends on amendments to the program or organizational changes affecting the work and training division.

3. Represents the General Manager, Department of Social Services, before various community organizations; develops and maintains working relationships with representatives of agencies or groups interested in the work and training program; develops and maintains contacts with representatives of news media and in this connection prepares and distributes press releases relative to the development and operation of the work and training program.

4. Maintains close contact with labor market conditions, especially with respect to areas presenting optimum opportunity for the employment of vocationally handicapped persons; in this connection, evaluates program and makes recommendations for revisions in line with changes in market conditions.

5. Evaluates total program; makes specific determinations as to budgetary needs including those for personnel, publicity, office space, equipment and funds to provide for the retraining of unemployed persons.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires graduation from an accredited college or university and completion of two additional years of graduate study in one of the following categories: public administration, economics, business administration, sociology, psychology, personnel management, vocational education or vocational rehabilitation plus five years' experience in vocational development in a variety of fields such as vocational counseling, personnel management, establishment of training programs, vocational rehabilitation, and employment, of which three years must be in a supervisory or administrative capacity in vocational development OR two years of graduate work in the majors mentioned above and seven years' experience in vocational development in a

CLASS TITLE: DIRECTOR OF VOCATIONAL DEVELOPMENT AND TRAINING  
(Continued)

CODE: 2958

variety of fields such as vocational rehabilitation, personnel counseling, establishing of training programs or vocational rehabilitation, and employment, of which: (a) 3 years must be in vocational development and (b) 3 years must be in a supervisory or administrative capacity of which one year must be in vocational development; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: labor market trends and conditions, especially as to employment opportunities; vocational training, and the minimum qualifications of a wide range of occupations; administration practices particularly with respect to public programs.

Requires ability to: plan, organize, direct and review the work of a unit engaged in such a program having little or no precedence in the organization methods and procedures; establish and maintain effective contacts necessary to the administration of work and training program.

AMENDED: 7/1/65

CLASS TITLE: REHABILITATION CENTER WORK SUPERVISOR

CODE: 2960

CHARACTERISTICS OF THE CLASS:

Under general supervision, plans and supervises the work programs and activities of residents at the single men's rehabilitation center; personally serves as general maintenance man for all buildings, grounds, operating machinery and equipment; prepares annual budget estimates for work programs and maintenance needs; and performs related duties as required.

Requires responsibility for: carrying out, interpreting and enforcing existing policies, methods and procedures applicable to resident work programs and maintenance operations; achieving economies and/or preventing losses through the efficient and proper use of machinery, equipment, materials and supplies, and through the efficient accomplishment of desired work profits by use of resident help that might otherwise have to be accomplished by use of public funds; making occasional contacts with the public, other departments and representatives of outside organizations as well as with individual residents and other employees; gathering, preparing and maintaining work project records and routine operating and maintenance reports. Nature of work involves considerable physical effort and manual dexterity in instructing and demonstrating uses of various tools and equipment and actively participating in maintenance operations, with frequent exposure to accident hazards and some disagreeable elements.

EXAMPLES OF DUTIES:

1. Plans, organizes, and supervises the work activities of residents in accordance with their individual preference, interests and capabilities including vegetable gardening, construction work, laundry operations, maintenance of all physical properties, custodial and housekeeping, landscape development and care of grounds, and maintenance of furniture, fixtures and equipment.

2. Personally performs the duties of a general maintenance mechanic in connection with the operation and repair of machinery and equipment such as refrigeration system, heating system, commercial type laundry equipment and electrical machinery and equipment.

3. Designs and prepares working drawings for various building alterations, additions and new projects; estimates quantities and costs of required materials; subsequently supervises residents and personally participates in the projects; plans and outlines major repair work to be referred to, and performed by the department of public works.

4. Supervises the operation of a furniture repair and refinishing shop in connection with requirements of the welfare department; picks up furniture items to be repaired and refinished; processes these through shop; returns the finished furniture to the department.

5. Prepares monthly reports covering all work projects completed, new work started and future projects planned.

6. Prepares budget requests for materials and supplies to be used in various work projects and activities and for the normal maintenance of buildings and grounds; maintains related inventories of equipment, tools, materials, furniture and other property.

CLASS TITLE: REHABILITATION CENTER WORK SUPERVISOR  
(continued)

CODE: 2960

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, including or supplemented by manual training courses.

Requires at least five years of experience in the maintenance, repair and upkeep of buildings and grounds, preferably at the journeyman level in a specialized field of building construction and maintenance, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good working knowledge of: carpentry, plumbing and electrical maintenance; the preparation of working plans, sketches and estimates.

Requires demonstrated ability to: organize, instruct and supervise several groups in a variety of work projects and general maintenance activities; instill confidence and desire in those in need of rehabilitation.

PROMOTIVE LINES:

To: Building and Grounds Maintenance Supervisor

From: Carpenter  
Plumber  
Electrician

CLASS TITLE: REHABILITATION CENTER ASSISTANT MANGER

CODE: 2962

CHARACTERISTICS OF THE CLASS:

Under general direction, assists the rehabilitation center manager in the administration, operation and maintenance of the institution during an assigned shift; assists in planning and conducting work training, recreational activities, guidance counseling and other activities for the purpose of aiding and rehabilitating residents; and performs related duties as required.

Requires responsibility for: carrying out, interpreting, coordinating and enforcing existing policies, methods and procedures applicable to the rehabilitation of male adult residents; achieving considerable economies and/or preventing considerable losses through efficient management of operations and the careful use of material, equipment and supplies; making regular contacts with other departments and representatives of outside organizations in furnishing or obtaining information and explaining services and activities of the institution; preparation and maintenance of important operational, financial and individual case records of rehabilitation services and activities. Nature of duties involves considerable physical effort in walking about the buildings and grounds, with occasional exposure to health and accident hazards and somewhat disagreeable elements.

EXAMPLES OF DUTIES:

1. Assists in planning and conducting guidance training and other programs designed to assist in the rehabilitation of male adults assigned to the center; reviews activities in cooperation with the manager; confers and counsels on all special problems which might arise.
2. Assists in reviewing social welfare and counseling activities; confers with individual residents with reference to specific problem requests for special assistance, job placement opportunities and other matters; assists in reviewing institutional work programs.
3. Reviews food preparation and serving activities with assigned cooks; checks and inspects kitchen and dining room areas and facilities.
4. Assists in carrying out instructions of attending physicians and maintaining individual records in current status.
5. Supervises reception of new residents; instructs them as to established policies and procedures; inspects new arrivals as to personal cleanliness, health and physical condition.
6. Supervises housekeeping and clinic activities.
7. Consults, coordinates and arbitrates disputes and renders advice and information in problem areas arising among residents during the assigned shift; consults with manager and other staff members on unique and difficult problems.
8. Assists in carrying out the planned program toward psychiatric and social rehabilitation of residents by exercising patience, tact, courtesy and respect in order to assist them to resolve their individual problems and emotional and physical needs.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university, with a baccalaureate degree.

CLASS TITLE: REHABILITATION CENTER ASSISTANT MANAGER  
(continued)

CODE: 2962

Requires at least three years of experience in progressively responsible clerical, office or business capacities at a resident school, institution, civilian or military camp or other similar occupation in the fields of adult counseling and guidance, training, job placement or vocational rehabilitation, at least one year of which shall have been at a supervisory level, or an equivalent combination of training and experience. Two years of graduate study in the field of social science may be substituted for two years of experience.

Knowledge, Abilities and Skills: Requires working knowledge of management and supervisory principles applicable to the organization and administration of an institution for the rehabilitation of adult males.

Requires skill and ability to: assist in establishing good working relationships with other public institutions, law enforcement groups, social welfare agencies and business organizations; apply tact, sincerity and natural interest to social welfare and adult rehabilitation work and assist in providing the necessary leadership, imagination, ingenuity and initiative to accomplish desired purposes and objectives.

PROMOTIVE LINES:

To: Rehabilitation Center Manager

From: Original entrance examination

FEB - 9 2000

SAN FRANCISCO  
PUBLIC LIBRARY**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES****JOB CODE TITLE: DIRECTOR OF BUDGET & PLANNING, DEPARTMENT OF HUMAN SERVICES      JOB CODE: 2964  
Business Unit: COMMN**

**DEFINITION:** Under general direction, supervises, plans and coordinates the activities and operations of the budget and planning office within the Department of Human Services. Coordinates assigned activities with other divisions, outside agencies and the general public; provides highly responsible and complex staff assistance to the executive staff and 2974 Executive Director, Department of Human Services.

**DISTINGUISHING FEATURES:** This classification assumes responsibility for the provision of budget support services, fiscal operations, claims management, policy development, program planning, and program evaluation activities throughout the Department. This classification is expected to assume overall administrative responsibility for originating, developing, coordinating and executing policies, methods and procedures applicable to the Department budget, claims management, fiscal operations and planning programs.

The 2964 Director of Budget & Planning, Department of Human Services is distinguished from the 1675 Supervising Fiscal Officer in that the 2964 class assumes responsibility for the operations and activities of the budget and planning office including budget, claims management, legislation and planning programs as well as policy development and policy and fiscal analysis, while the 1675 class is responsible for directing the diverse and complex fiscal activities of a large department, locating, obtaining and monitoring funds from sources external to the City.

**SUPERVISION EXERCISED:** This class supervises first line supervisors responsible for activities and operations associated with the budget and planning office. Supervision may include staff assigned to perform a variety of specialized duties, administrative and/or clerical staff.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

*According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.*

1. Directs the organization, staffing, work plan and operational activities for the assigned programs including claims management; coordinates functions of the program with those of other divisions and outside agencies and organizations.
2. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
3. Evaluates operations and activities of assigned functional areas; recommends improvements and modifications; prepares various reports on operations and activities; identifies improvements in service delivery and methods.
4. Participates in the development and implementation of goals, objectives, policies and priorities for the assigned programs; identifies resource needs; recommends and implements policies and procedures.
5. Directs the development and administration of the Department budgets; forecasts additional funds needed for staffing, equipment, materials and supplies; recommends adjustments as necessary.
6. Provides highly responsible technical and administrative assistance to the 2974 Executive Director, Department of Human Services; conducts surveys and performs research and comprehensive analysis of a wide range of policies involving organization procedures, finance, and services; develops, prepares and presents reports.
7. Reviews and evaluates staff work to ensure program compliance with applicable policies and procedures; reviews programs and renders decisions on basis of applicable legislation, legal opinions, court decisions and established policies, rules, regulations and procedures.

8. Reviews and interprets administrative letters, memos and manual revisions with staff; investigates and responds to reports of program misuse.
9. Performs related duties and responsibilities as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

**Knowledge of:** Operational characteristics, services and activities of policy development, program planning, and program evaluation; principles of supervision, and performance evaluation; comprehensive knowledge of pertinent Federal, State, and local laws, codes and regulations; principles of budget preparation and control; departmental programs, policies, procedures and terminology; advanced principles and practices of public and business administration including organization, fiscal, budgetary preparation and control, evaluation techniques, and planning principles; analytical, basic statistical, and problem solving methodology; legal systems pertaining to the Department; program analyses and revenue forecasting; generally accepted accounting procedures; principles and practices of social services program development and administration; organizational and management practices as applied to the analysis and evaluation of social services programs, policies and operational needs; office procedures, methods and computer equipment; research methods and sources of information related to a broad range of social services programs, services and administration.

**Ability to:** Manage and coordinate the work of supervisory, professional, and technical personnel; select, supervise, train and evaluate staff; interpret and apply Federal, State, local, and Departmental policies, procedures, laws and regulations (including Equal Employment, Affirmative Action and Equal Rights); prepare clear and concise administrative reports; analyze and interpret information and adopt corrective courses of action; develop and install sound financial systems and procedures; prepare complex financial statements, reports and analyses; effectively administer assigned programmatic responsibilities; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; evaluate and develop improvements in operations, procedures, policies or methods; exercise sound judgment in the performance of duties; operate computers and standard office machines; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

**EXPERIENCE AND TRAINING GUIDELINES:** Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:

**Training:**

Baccalaureate degree from an accredited college or university, **AND**

**Education:**

Four (4) years of verifiable administrative experience in a public or non-profit agency with major responsibility for the management of social services program planning and budgets, **OR**

A Master's degree in Public Administration or Public Policy may be substituted for two (2) years of the required experience.

**Effective Date:** 3/15/93

**Retitled/Amended Date:** 1/21/00

**Reason for Amendment:** To update job titles and accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis for this job code.

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN SERVICES

JOB CODE TITLE: HUMAN SERVICES RESOURCE MANAGER

FEB - 9 2000

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JOB CODE: 2965  
Business Unit: COMMN

**DEFINITION:** Under general direction, supervises, assigns, reviews and participates in the work of a unit responsible for the claiming and reimbursement process for the Department of Human Services; develops, coordinates, and executes existing legal provisions, policies, methods and procedures; coordinates development of statistical reports; and performs a variety of analytical and technical tasks relative to assigned area of responsibility.

**DISTINGUISHING FEATURES:** This single position classification is responsible for and participates in the work of a unit responsible for the preparation and submission of the quarterly claim to the State Department of Social Services whereby the Department captures federal and state revenues. This position reports to the 2964 Director of Planning and Budget, Department of Human Services.

**SUPERVISION EXERCISED:** This class supervises professional and technical accounting staff assigned to the Claims Unit of the Department of Human Services. Supervision may also include clerical staff involved in the claiming and reimbursement process.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

*According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.*

1. Directs and monitors the claiming and reimbursement process and program for the department; oversees and participates in the preparation and submission of the quarterly claim to the state whereby the Department of Human Services captures federal and state revenues.
2. Plans, prioritizes, assigns, supervises and reviews the work of the claiming unit; implements discipline procedures; assures efficient operations by recommending improvements, efficiencies and modifications; develops written procedure on operations and activities.
3. Prepares annual Proposed County Administrative Budget based on analysis of department expenditures; develops the questionnaire to ensure maximum state/federal revenues as an offset to expenditures, based on staffing of programs and placement of administrative and clerical staff; oversees department quarterly time study of all staff.
4. Prepares and submits the State Annual Time Reporting Plan; updates plan and negotiates with state fiscal staff for approval of changes throughout the year.
5. Serves on statewide task forces and committees, with representation from the State Department of Social Services and social services departments from other counties, whose tasks relate to allocation of state/federal funds and negotiation of allocation methodologies to maximize revenues to San Francisco County.
6. Analyzes the department's structure and organization relative to state claiming requirements; advises and makes recommendations to top management regarding the impact on the claim of program design and policy decisions to ensure maximum recovery of Federal and State revenues; applies workload and caseload analysis to the budget process and to development of the Proposed County Administrative Budget.

7. Reviews and interprets administrative letters, memos, and manual revisions; works with program staff on appropriate application or implementation of changes; analyzes new program regulations and court orders to determine the fiscal impact on revenues or expenditures of the changes.
8. Develops an automated tracking system in conjunction with the department's budget and fiscal officers, to monitor revenues received and departmental expenditures; analyzes relationship between projected and actual revenues and expenditures in respect to claiming process.
9. Performs related duties and responsibilities as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

**Knowledge of:** Social service programs, policies, procedures and terminology; federal, state and local laws, codes and regulations related to the claiming and reimbursement process; funding formulas and allocation methodology; organizational and management practices, especially as applied to the analysis and evaluation of programs, policies and operational needs.

**Ability to:** Plan, organize, and direct an effective cost control reimbursement program; interpret and apply federal, state and local departmental policies, procedures, laws and regulations; analyze problems, identify alternative solutions, project consequences of proposed actions and recommendations; conduct complex statistical analyses; and negotiate with outside agencies regarding appropriate strategies and solutions which would maximize revenues to the Department; understand and perform basic computer applications.

**EXPERIENCE AND TRAINING GUIDELINES:** Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:

**Training:**

Baccalaureate degree from an accredited college or university, **AND**

**Education:**

Three (3) years of verifiable administrative experience in a public or non-profit agency with responsibility for the development of social services budgets, including an understanding of state and federal revenue streams, **OR**

A Master's degree in Public Administration or Public Policy may be substituted for two (2) years of the required experience.

**Effective Date:** 3/18/81

**Retitled/Amended Date:** 1/21/00

**Reason for Amendment:** To update job titles and accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis for this job code.

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

JOB CODE TITLE: HUMAN SERVICES MANAGER, INVESTIGATIONS

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JOB CODE: 2968  
Business Unit: COMMN

**Definition:** Under general direction, assists in directing, managing, supervising and coordinating the Department of Human Services investigation and fraud detection program and other specialized programs as assigned by supervising, planning and coordinating the activities and operations of a program; coordinating assigned activities with other divisions, outside agencies and the general public; and providing highly responsible and complex staff assistance to a 2973 Deputy Director, Department of Human Services.

**Distinguishing Features:** This is a second line supervisory level class which assumes responsibility for multiple programs. The Human Services Manager, Investigation is expected to assume overall administrative responsibility for originating, developing, coordinating, and executing policies, methods, and procedures applicable to the program supervised. Incumbents make important contacts with both subordinate supervisors and persons of substantially higher rank in connection with the interpretation of specialized matters and obtaining desired action. Incumbents in this class direct the preparation and maintenance of important operations, financial, personnel, and specialized records and reports.

The 2968 Human Services Manager, Investigation is distinguished from the 2969 Human Services Program Manager in that the former is responsible for the supervision of investigation and fraud detection activities, while the 2969 is responsible for supervision of various social services programs. The 2968 Human Services Manager, Investigation is distinguished from the 2973 Deputy Director, Department of Human Services in that the latter has responsibility for a major Human Services division such as Family & Children's Services, Economic Support and Self Sufficiency or Administration.

**Supervision Exercised:** The Human Services Manager, Investigation supervises first line supervisors of specialized units responsible for investigations, fraud detection, collections, appeals, fair hearings, quality control, warrant management and related activities. Supervision may include staff assigned to specialized duties, administrative and/or clerical staff.

**Examples of Important and Essential Duties:**

*According to Civil Service Rule 9, the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.*

1. Coordinate the organization, staffing, and operational activities for the investigative, hearings and other specialized functions assigned to the division.
2. Develop and implement goals, objectives, policies, and priorities for the assigned programs; identify resource needs; recommend and implement policies and procedures.
3. Select, train, motivate and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
4. Direct and monitor workflow of staff; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.
5. Direct, coordinate, review and evaluate staff work to ensure program compliance with applicable policies and procedures; review difficult cases and render decisions pursuant to applicable legislation, legal opinions, court decisions and established policies, rules, regulations and procedures.
6. Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
7. Participate in the development and administration of the assigned budgets; forecast additional funds needed for staffing, equipment, materials, and supplies; direct monitoring and approval of expenditures; recommend adjustments as necessary.
8. Coordinate investigative and other specialized activities with those of other divisions and outside agencies and organizations; provide staff assistance to a 2973 Deputy Director, Department of Human Services; prepare and present staff reports and other necessary correspondence.
9. Represent the department in community activities regarding social service programs and other assigned activities; assist in the development and coordination of methods designed to convey information on program scope and requirements to community groups.

10. Review and interpret administrative letters, memos and manual revisions with staff.
11. Represent the department in citywide disaster and emergency response planning and serve as department liaison to the Mayor's Office of Emergency Services in performance of response activities.
12. Participate in internal emergency response planning and in performance of response activities.
13. Conduct independent investigations of critical incidents in group or foster homes, including the death of children; receive reports of abuse, collect various reports; interview parents, care providers, victims, and others involved including the local police and coroner; analyze data and draw conclusions; make recommendations to improve agency performance.
14. Investigate, identify, and locate abandoned children and their parents; coordinate the investigation process; coordinate responses to the media; assist local police with the investigation; prepare various reports for the court process.
15. Investigate critical incidents regarding other client populations and department employees as required.
16. Participate on a variety of committees; attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of investigations.
17. Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
18. Act as Custodian of Records.
19. Perform related duties and responsibilities as required.

**Job Related and Essential Qualifications:**

**Knowledge of:** Operational characteristics, services and activities of investigation, including specialized investigation techniques; principles of public welfare administration; social services theory, principles and practices and their application to a wide variety of programs; comprehensive knowledge of pertinent Federal, State, and local laws, codes and regulations; comprehensive knowledge of departmental programs, policies, procedures and terminology; recent developments, current literature and sources of information regarding social service, income maintenance, and welfare-to-work programs, and services provided by related agencies; principles and practices of client relations; child and family psycho-dynamics; socioeconomic and cultural factors which may effect child development as well as family stability; group and foster home licensing requirements; principles of supervision, training and performance evaluation; principles of budget preparation and control; analytical and problem solving methodology.

**Ability to:** Manage and coordinate the work of supervisory and technical personnel; select, supervise, train and evaluate staff; interpret and apply Federal, State, local, and Departmental policies, Equal Employment, Affirmative Action, and Civil Rights laws, procedures, and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work; prepare clear and concise administrative reports; analyze and interpret information and adopt corrective courses of action; effectively communicate with and elicit information from clients and staff in difficult situations; utilize specialized investigation techniques; accurately record and analyze results of investigations and make sound recommendations to senior managers; utilize and coordinate local resources to the fullest extent and work cooperatively in community activities with committees, groups, and other agencies; exercise sound judgment in the performance of duties; independently research and analyze information and solve complex problems.

**EXPERIENCE AND TRAINING GUIDELINES:** *Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:*

1. A Bachelor's Degree in a field related to the performance of assigned duties, AND
2. Three (3) years of management or administrative experience in a multi-function human services agency, AND
3. Two (2) years of professional investigative experience that must include highly detailed investigative work in connection with fraud and with death or abuse of children placed in protective care, AND.
4. Possession of a valid California driver license.

**Effective Date:** 3/15/93

**Amended Date:** 1/14/00

**Reason for Amendment:** To update job title and accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis for this class.

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

DOCUMENTS DEPT.

2969 HUMAN SERVICES PROGRAM MANAGER

AUG 30 1999

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**DEFINITION:**

Under general direction, assists in directing, managing, supervising and coordinating a social service program or highly complex special project by supervising, planning and coordinating the activities and operations of a program or multiple programs within the Department of Human Services; coordinates assigned activities with other divisions, outside agencies and the general public; and provides highly responsible and complex staff assistance to a 2973 Deputy Director, Department of Human Services.

**DISTINGUISHING FEATURES:**

This is a third level supervisory class that may assume responsibility for multiple programs. Positions in this job code are expected to assume overall administrative responsibility for originating, developing, coordinating, and executing policies, methods, and procedures applicable to the program supervised. Positions make important contacts with both subordinate supervisors and persons of substantially higher rank in connection with the interpretation of specialized matters and the obtaining of desired action. Positions in this job code direct the preparation and maintenance of important operations, financial, personnel, and specialized records and reports.

The 2969 Human Services Program Manager is distinguished from the 2973 Deputy Director, Department of Human Services in that the latter has broader authority and responsibility for the assigned program(s) and serves as a high level assistant to the 2974 Executive Director, Department of Human Services. The 2969 Human Services Program Manager is distinguished from the 2948 Human Services Section Manager in that the 2948 job code is responsible for second level supervision and coordination of multiple units within a defined social service and/or income maintenance program.

**SUPERVISION EXERCISED:**

Incumbents in this job code supervise second level supervisors responsible for multiple units providing social services in a social service or income maintenance program. Supervision may include unit(s) involved in a variety of specialized duties in an assigned support program, administrative and/or clerical staff.

**EXAMPLES OF ESSENTIAL DUTIES:**

According to Civil Service Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Coordinate the organization, staffing, and operational activities for the assigned program.
2. Develop and implement goals, objectives, policies, and priorities for the assigned program; identify resource needs; recommend and implement policies and procedures.
3. Select, train, motivate and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
4. Direct, coordinate and review the work plan for the assigned program; meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures and develop mechanisms to generate feedback from clients regarding the quality of customer service.
5. Participate in the development and administration of the assigned program budget; forecast additional funds needed for staffing, equipment, materials and supplies; direct the monitoring of and approve expenditures; recommend adjustments as necessary.
6. Coordinate the assigned program with those of other divisions and outside agencies and organizations; provide staff assistance to a 2973 Deputy Director, Department of Human Services; prepare and present staff reports and other necessary correspondence.

## **2969 HUMAN SERVICES PROGRAM MANAGER**

### **EXAMPLES OF ESSENTIAL DUTIES: (Continued)**

7. Represent the Department in community activities regarding social services programs; assist in the development and coordination of methods designed to convey information on program scope and requirements to community groups.
8. Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
9. Review and evaluate staff work to ensure program compliance with applicable policies and procedures; review difficult cases and render decisions on basis of applicable legislation, legal opinions, court decisions and established policies, rules, regulations and procedures.
10. Review and interpret administrative letters, memos and manual revisions with staff; investigate and respond to reports of program misuse.
11. Perform related duties and responsibilities as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

**Knowledge of:** Provisions of the State Welfare and Institutions Code and applicable federal statutes; budgetary process at all levels including the funding of the departmental budget and its program, the state claiming process and the impact on the Department; employment services.

**Ability to:** Assign varied responsibilities to individuals and coordinate their activities, instruct subordinates and evaluate performance; establish an appropriate course of action for self and others to accomplish a specific goal; make proper assignments of personnel and appropriate use of resources; set priorities; coordinate or schedule tasks or events in a logical manner to maximize staff and resources; anticipate problems; meet predefined goals within the described time; perceive and react sensitively to the feelings and needs of others; interact with individuals or groups including the media, in a positive manner; present ideas and deal with conflict diplomatically; compromise to achieve objectives; research and obtain necessary information through a variety of methods; express ideas orally in group or individual situations in a clear, concise, persuasive and articulate manner; express ideas clearly in writing in a concise manner, using correct grammar, syntax, appropriate style and a well organized format; understand and perform basic computer applications.

### **EXPERIENCE AND TRAINING GUIDELINES:**

1. Master's degree from an accredited college or university in Social Work, Public Administration, Business Administration, Social Science or a closely related field **AND** three (3) years of management level administrative experience in a multi-function human service agency; **OR**
2. Baccalaureate degree from an accredited college or university **AND** five (5) years of management level administrative experience in a multi-function human service agency; **OR**
3. Six years of progressively responsible management/supervisory experience in a multi-function human service agency, including at least two (2) years of experience supervising multiple units at a level equivalent to Class 2948 Human Services Section Manager in the City & County of San Francisco.

**Amended:** 7/1/65

**Retitled and Amended:** 3/15/93; 8/13/99

**Reason for Amendment:** To update job title and accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis for this job code.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR OF ADMINISTRATIVE SERVICES,  
DEPARTMENT OF SOCIAL SERVICES

CODE: 2970

CHARACTERISTICS OF THE CLASS

Under general direction, to supervise, plan and coordinate the activities and operations of the administrative services programs within the Department of Social Services; to coordinate assigned activities with other divisions, outside agencies and the general public; and to provide highly responsible and complex staff assistance to an 2973 Assistant General Manager, Department of Social Services.

DISTINGUISHING FEATURES

This classification assumes responsibility for the provision of administrative and management support services throughout the department. Service areas include operations, appeals, quality control, and contracts. Positions in this classification are expected to assume overall administrative responsibility for originating, developing, coordinating, and executing policies, methods, and procedures applicable to the programs supervised.

This class makes important contacts with both subordinate supervisors and persons of substantially higher rank in connection with the interpretation of specialized matters and the obtaining of desired action. This classification directs the preparation and maintenance of important operations, financial, personnel, and specialized records and reports.

The 2970 Director of Administrative Services, Department of Social Services is distinguished from the 2964 Director of Budget & Planning, Department of Social Services in that the 2970 class assumes responsibility for the operations and activities of administrative programs, while the 2964 class is responsible for the operations and activities of the budget and planning office including budget, claims management, and planning programs.

EXAMPLES OF DUTIES

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Coordinate the organization, staffing, and operational activities for the assigned programs including operations, appeals, quality control, and contracts.
2. Participate in the development and implementation of goals, objectives, policies, and priorities for the assigned programs; identify resource needs; recommend and implement policies and procedures.
3. Select, train, motivate and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
4. Direct, coordinate and review the work plan for the assigned programs; meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures.

EXAMPLES OF DUTIES (continued)

5. Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
6. Participate in the development and administration of the assigned programs budget; forecast additional funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; recommend adjustments as necessary.
7. Coordinate assigned programs with those of other divisions and outside agencies and organizations; provide staff assistance to an 2973 Assistant General Manager, Department of Social Services; prepare and present staff reports and other necessary correspondence.
8. Direct and conduct time and cost studies of various operations; recommend changes to promote more efficient performance; develop standards and procedures.
9. Direct the preparation of contracts and agreements for the provision of services, equipment and supplies; coordinate the award of contracts, their enforcement and evaluation; recommend contract renewal or cancellation.
10. Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints; respond to media requests for information and interviews.
11. Review and evaluate staff work to ensure program compliance with applicable policies and procedures; review difficult cases and render decision on basis of applicable legislation, legal opinions, court decisions and established policies, rules, regulations and procedures.
12. Review and interpret administrative letters, memos and manual revisions with staff; investigate and respond to reports of program misuse.
13. Process subpoenas served on the Department; prepare responses to claims and lawsuits filed against the Department.
14. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of administrative services.
15. Perform related duties as required.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars.... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities, and Skills: Knowledge of: Operational characteristics, services and activities of the assigned administrative services; principles of supervision, training and performance evaluation; comprehensive knowledge of pertinent Federal, State, and local laws, codes and regulations; principles of budget preparation and control; departmental programs, policies, procedures and terminology; advanced principles and practices of public and business administration including organization, fiscal, and budgetary preparation and control; recent developments, current literature and sources of information regarding public administration; analytical and problem solving methodology; legal systems pertaining to the Department; basic building construction and real estate terminology and practices; basic statistical methodology.

CLASS TITLE: DIRECTOR OF ADMINISTRATIVE SERVICES,  
DEPARTMENT OF SOCIAL SERVICES

CODE: 2970

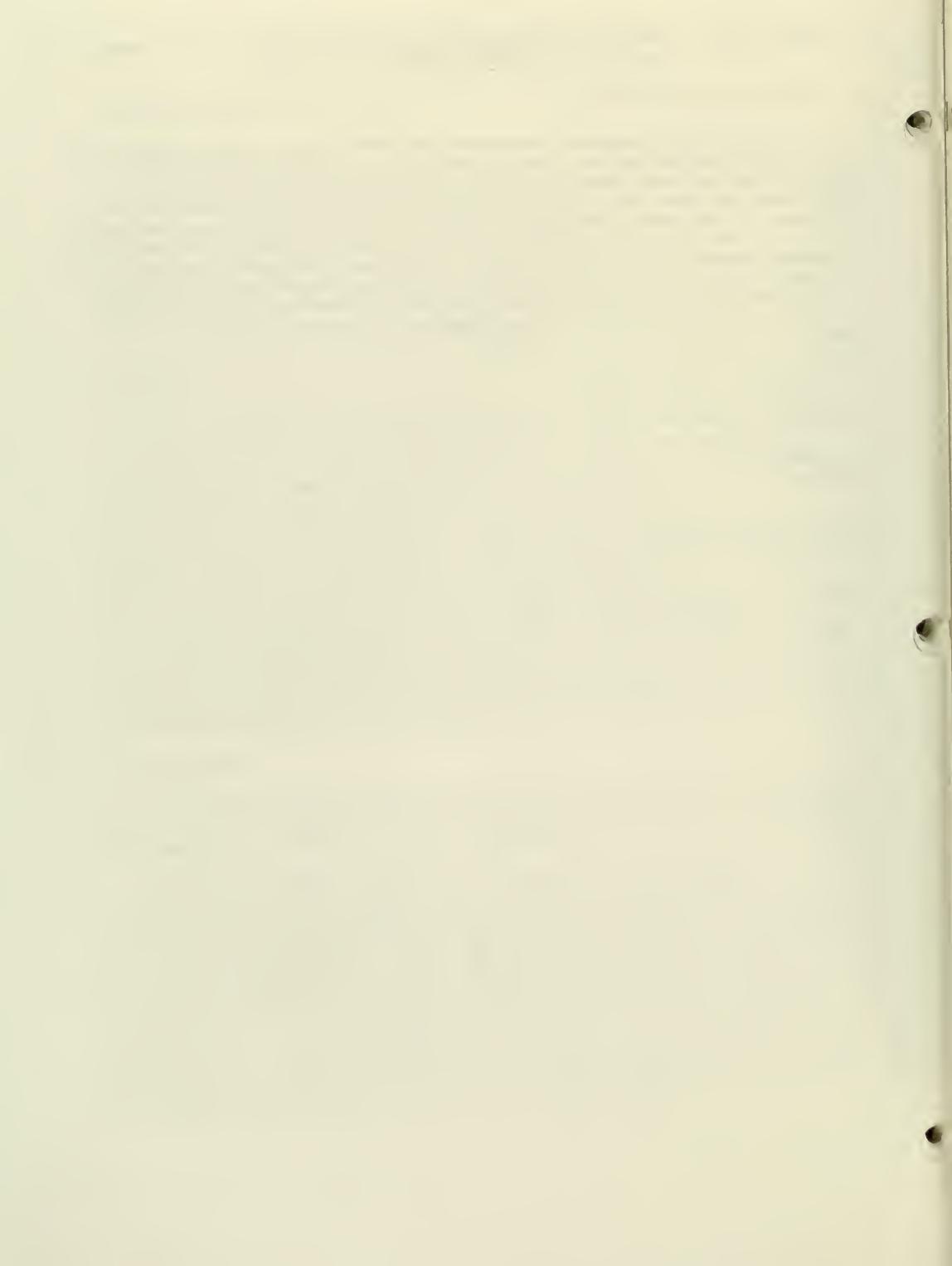
QUALIFICATIONS (Continued)

Ability to: Manage and coordinate the work of supervisory, professional, and technical personnel; select, supervise, train and evaluate staff; interpret and apply Federal, State, local, and Departmental policies, procedures, laws and regulations; prepare clear and concise administrative reports; analyze and interpret information and adopt corrective courses of action; exercise sound judgment in the performance of duties; interpret and apply federal, state, and local Equal Employment, Affirmative Action, and Civil Rights laws, procedures, and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

AMENDED: 7/1/65; 2/20/79

AMENDED: 3/15/93

#4375c



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR, SOCIAL SERVICE PROGRAMS

CODE: 2971

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, administers a comprehensive program of social services in the Department of Social Services; defines objectives, organizes, plans, and co-ordinates the operations of a number of major Social Service Divisions of the department; and performs related duties as required.

Requires major responsibility for: determination of social service program needs and objectives; assisting in the formulation of policies and interpreting and enforcing existing policies; assisting in the enforcement of policies and procedures used in the social service units; co-ordinating the activities of all of the divisions carrying out the social service programs of the department; discussing and explaining the policies and procedures of the social service programs and problems of administration with superior officers and with involved or interested persons and groups outside of the department; continuing contacts with representatives of outside organizations, including public and private agencies, departmental employees and individuals interested in the social service program; assisting in budget preparation and budget administration for the social service programs; directing the maintenance of a wide variety of complex records and the submission of operational reports.

EXAMPLES OF DUTIES:

1. Acts as an administrator of the complex social service program of the department; identifies program objectives; develops and directs the operation of a co-ordinated system of social services, based on needs, recommends on program modifications to meet changing social and economic conditions; interprets policy and legal provisions relating to the public assistance programs being carried out by the various social service units of the department; maintains liaison with representatives of outside agencies with a view toward co-ordination of their activities with those of the department.

2. Maintains continuing evaluations of the programs of the social service sections of the department; recommends necessary policy changes and develops proposals necessary to the improvement of the social services.

3. Maintains control of the operations of the various social service units; reviews a variety of records and reports relating to department operations; assures adherence to state and federal legislation and regulations; evaluates the performance of separate units or sections in the light of relationship to the total social service program; responsible for co-ordination and co-operation between the various units and sections of the department, and as appropriate makes recommendations for departmental re-organization.

MINIMUM QUALIFICATIONS:

approved

Training and Experience: Requires possession of a master's degree from an/ graduate school of social work and two years of experience in the administration and supervision of a variety of social programs. Such experience shall have been at a level of responsibility equivalent to the position of Assistant Director, Social Service Programs, in the San Francisco Department of Social Services, and shall have been in a welfare agency having not less than 200 employees.

CLASS TITLE: DIRECTOR, SOCIAL SERVICE PROGRAMS  
(Continued)

CODE: 2971

Knowledge, Abilities and Skills: Requires a thorough professional and managerial working knowledge of: the principles of public welfare administration; the provisions of the State Welfare and Institutions Code and Civil Code pertaining to old age security, families with dependent children, aid to the blind, aid to totally disabled, general assistance, medical care and medical assistance for the aged, adoptions, foster home placement and supervision of children, licensing of boarding homes of children and the aged, and specialized services for children, and the provisions of the Federal Social Security Act.

Requires major demonstrated skill and ability to: plan, organize, direct and co-ordinate the activities and related staff of a large public welfare agency; analyze situations accurately and adopt effective courses of action; utilize and co-ordinate various local welfare resources and work co-operatively and effectively in community activities, committees, groups and other agencies; interpret, to individuals or groups, the public welfare programs and services of the department.

PROMOTIVE LINES:

To: Assistant General Manager, Department of Social Services - 2973

From: Assistant Director, Social Services Programs, Department of Social Services - 2969

ADOPTED: 7/1/65

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

SEP 13 1999

SAN FRANCISCO  
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Under administrative direction, directs, manages, supervises and coordinates the programs and activities of the assigned Division within the Department of Human Services; coordinates assigned activities with other City and County departments, divisions, and outside agencies; and provides highly responsible and complex administrative support to the 2953 Chief Deputy Director, Department of Human Services.

Incumbents in this job code serve as principal assistants to the 2953 Chief Deputy Director, Department of Human Services. Each position assumes major responsibility for assisting in policy development as well as coordinating, executing, and interpreting existing policies, insuring adherence to Federal and State legal provisions and the standardization and enforcement of related procedures throughout the Department of Human Services. In addition, each position has specific responsibility, through subordinate management staff, for a Human Services Division. Current divisions are Family and Children's Services, Economic Support and Self Sufficiency, and Administration.

**DISTINGUISHING FEATURES:**

The 2973 Deputy Director, Department of Human Services, is distinguished from the 2953 Chief Deputy Director, Department of Human Services in that the former function as Division Managers reporting directly to the Chief Deputy Director, Department of Human Services. The 2973 is distinguished from the 2969 Human Services Program Manager in that the latter is responsible for managing a specific program within a division.

**SUPERVISION EXERCISED:**

Incumbents in this class supervise program managers responsible for a variety of social services programs with multiple units or administrative and support functions. Supervision may also include program managers responsible for a unit or units involved in a variety of specialized functions.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Assume management responsibility for all services and activities of the assigned Human Services Division.
2. Manage and participate in the development and implementation of goals, objectives, policies and priorities for assigned program(s); recommend, within Departmental policy, appropriate service and staffing levels; recommend and administer policies and procedures.
3. Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor workload, administrative and support systems, and internal reporting relationships; identify opportunities for improvement and review with the Chief Deputy Director, Department of Human Services; implement improvements.

## **2973 DEPUTY DIRECTOR, DEPARTMENT OF HUMAN SERVICES**

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:** (continued)

4. Select, train, motivate and evaluate division personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
5. Plan, direct, coordinate, and review the work plan for the assigned division; meet with staff to identify and resolve problems; assign work activities, projects and programs, monitor work flow; review and evaluate work products, methods and procedures.
6. Manage and participate in the development and administration of the assigned budget; direct the forecast of additional funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; direct and implement adjustments as necessary.
7. Serve as a liaison with other City and County departments, divisions and outside agencies; negotiate and resolve significant and controversial issues.
8. Provide responsible staff assistance to the Chief Deputy Director, Department of Human Services; prepare and present staff reports and other necessary correspondence; direct the preparation of a wide variety of operational, fiscal, or statistical reports and summaries required under various provisions of State and Federal legislation.
9. Conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to programs, policies and procedures as appropriate.
10. Represent the department in community activities regarding social services programs; assist in the development and coordination of methods designed to convey information on program scope and requirements to community groups.
11. Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
12. Perform related duties and responsibilities as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

**Knowledge of:** Operational characteristics, services and activities of a comprehensive social services division; organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs; modern and complex principles and practices of program development and administration; social services theory, principles and practices and their application to a wide variety of programs; advanced principles and practices of budget preparation and administration; principles of supervision, training and performance evaluation; comprehensive knowledge of pertinent Federal, State, and local laws, codes and regulations; services provided by related agencies; departmental programs, policies, procedures and terminology; recent developments, current literature and sources of information regarding public welfare, community resource development and professional social work practice; analytical and problem solving methodology; principles and practices of client relations and caseload management; principles of public welfare administration.

## **2973 DEPUTY DIRECTOR, DEPARTMENT OF HUMAN SERVICES**

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS:** (continued)

**Ability to:** Manage, direct and coordinate the work of management, supervisory, professional, and technical personnel; select, supervise, train and evaluate staff; provide administrative and professional leadership and direction for the assigned division; recommend and implement goals, objectives, and practices for providing effective and efficient social services; prepare and administer large and complex budgets; prepare clear and concise administrative and financial reports; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; research, analyze and evaluate new service delivery methods, procedures and techniques; interpret and apply Federal, State, local, and Departmental policies, procedures, laws and regulations; effectively communicate with and elicit information from clients with difficult situations; utilize and coordinate local resources to the fullest extent and work cooperatively in community activities with committees, groups, and other agencies; exercise sound judgement in the performance of duties; interpret and apply Federal, State and local Equal Employment, Affirmative Action, and Civil Rights laws, procedures and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

### **EXPERIENCE AND TRAINING GUIDELINES:**

#### **Training:**

A Bachelor's degree from an accredited college or university is required  
(A Master's Degree in Social Work, Business Administration, Public Administration or a related field is preferred.)

**AND**

#### **Experience:**

1. Two (2) years of experience as a Director or Assistant Director of a public assistance department or private non-profit agency

**OR**

2. Three (3) years of experience as the Director of a major division of a public assistance department or private non-profit agency such as Adult Services, Family and Children's Services, Income Maintenance, or Administrative Services

**OR**

3. Five (5) years of management level administrative experience in a public assistance department or private non-profit agency.

**Amended Date:** 7/1/65; 12/20/84; 12/8/86;

**Amended and Retitled Date:** 8/27/99

**Reason for Amendment:** To update job title and accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis for this job code.



CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

SEP 13 1999

SAN FRANCISCO  
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Under policy direction, plans, directs, manages and oversees the activities and operations of the Department of Human Services; coordinates assigned activities with other City and County departments and outside agencies, and provides highly responsible and complex administrative support to the Mayor.

**DISTINGUISHING FEATURES:**

The incumbent serves as the department head for the Department of Human Services with responsibility for administering all social services activities through which the Department provides services to the City and County of San Francisco.

The 2974 Executive Director, Department of Human Services is distinguished from the 2973 Deputy Director, Department of Human Services in that the former is the highest level class in the department with full departmental responsibility.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

According to Civil Service Commission Rule 9, the duties specified below are representative of the range of duties assigned to this job code and are not intended to be an inclusive list.

1. Identify, define, and describe policy issues, service programs, and community concerns relating to the Department of Human Services; review with appropriate policy-making authority, and assist in the development of consensus; coordinate the implementation of public policy decisions; provide ongoing policy advice and assistance.
2. Develop, review, and recommend proposed Federal, State and local legislative changes affecting social service programs and services.
3. Assume full management responsibility for all Department of Human Services programs and activities including economic support and self-sufficiency, social service programs and administrative support; administer policies and procedures.
4. Oversee and manage the development and implementation of Department goals, objectives, policies, and priorities for each assigned service area; establish within City and County policy, appropriate service and staffing levels; allocate resources accordingly.
5. Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor workload, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; direct the implementation of changes.
6. Represent the Department of Human Services to the Mayor, Boards and Commissions, Federal, State and local Welfare Agencies, other City Departments, elected officials and outside agencies; explain, justify and defend Department programs, policies, and activities; negotiate and resolve sensitive, significant and controversial issues.

**2974 EXECUTIVE DIRECTOR, DEPARTMENT OF HUMAN SERVICES**

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:** (continued)

7. Direct, select, train, motivate and evaluate Department personnel; authorize and implement discipline and termination procedures.
8. Plan, direct and coordinate, through subordinate level managers, the Department's work plan; meet with management staff to identify and resolve problems; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures.
9. Manage and participate in the development and administration of the Department budget; direct the forecast of additional funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; direct the preparation of and implement budgetary adjustments as necessary.
10. Coordinate Department activities with those of other departments and outside agencies and organizations; provide staff assistance to the Mayor and the Commission; prepare and present staff reports and other necessary correspondence; direct the preparation of a wide variety of operational, fiscal, or statistical reports and summaries required under various provisions of Federal and State legislation.
11. Analyze and make recommendations on proposed and enacted legislation affecting the operations of the Department; make recommendations on program modifications and Department reorganization resulting from such legislation.
12. Represent the Department in community activities regarding social services programs; assist in the development and coordination of methods designed to convey information on program scope and requirements to community groups.
13. Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
14. Perform related duties and responsibilities as required.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

**Knowledge of:** Major policy and technical issues associated with public welfare programs and services and how they relate to community interests, concerns, and problems; principles, practices, methods, and techniques of public administration and provisions to the state Welfare and Institutions Code for affected programs and services; authority, responsibilities, functions, services, organizational structure, and processes of Federal, State, and local government, particularly as they relate to the overall responsibilities of City and County government; operational characteristics, services and activities of a comprehensive social services program; organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs; modern and complex principles and practices of program development and administration; advanced principles and practices of budget preparation and

## **2974 EXECUTIVE DIRECTOR, DEPARTMENT OF HUMAN SERVICES**

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS:** (continued)

administration; social services theory, principles and practices and their application to a wide variety of programs; principles of supervision, training and performance evaluation; comprehensive knowledge of pertinent Federal, State, and local laws, codes and regulations; services provided by related agencies; departmental programs, policies, procedures and terminology; recent developments, current literature and sources of information regarding public welfare, community resource development and professional social work practice; analytical and problem solving methodology.

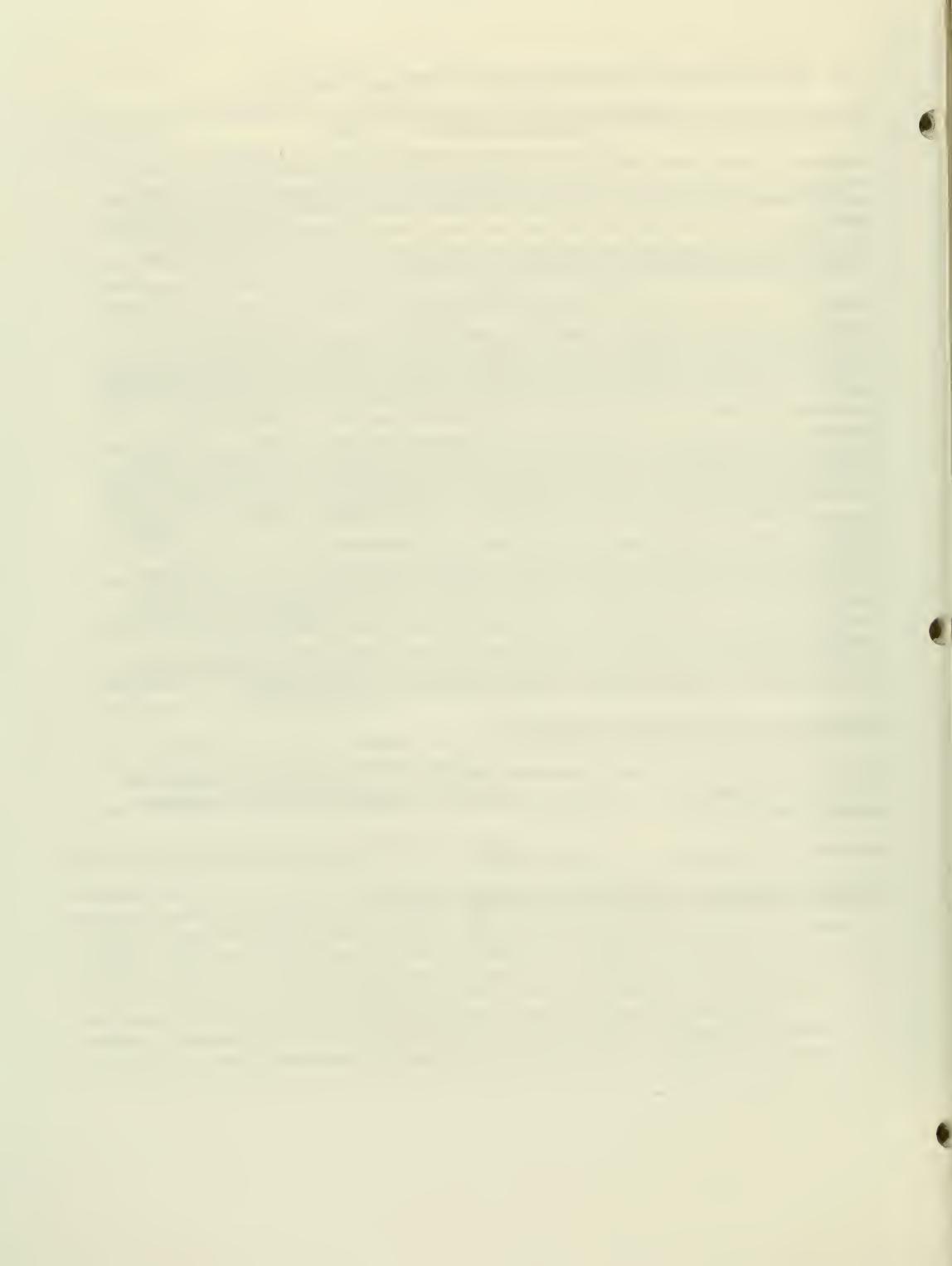
**Ability to:** Apply highly specialized knowledge and expertise to a wide variety of diverse public welfare services and service delivery organizations; identify and define policy issues and concerns; develop reasonable alternatives and options; achieve a consensus among several diverse parties; direct the implementation of agreed-upon approach; plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility; select, supervise, train and evaluate staff; provide administrative and professional leadership and direction for the Department of Human Services; identify and respond to community issues, concerns and needs; develop, implement and administer goals, objectives and procedures for providing effective and efficient social services; prepare and administer large and complex budgets; allocate limited resources in a cost effective manner; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; research, analyze, and evaluate new service delivery methods, procedures and techniques; prepare clear and concise administrative and financial reports; interpret and apply Federal, State, local, and Departmental policies, procedures, laws and regulations; effectively communicate with and elicit information from clients in difficult situations; utilize and coordinate local resources to the fullest extent and work cooperatively in community activities with committees, groups, and other agencies; exercise sound judgement in the performance of duties; interpret and apply Federal, State, and local Equal Employment, Affirmative Action, and Civil Rights laws, procedures and regulations; communicate clearly and concisely both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

### **EXPERIENCE AND TRAINING GUIDELINES:**

This class is exempt from Civil Service examination under Section 10.104.14 of the City Charter. The Executive Director shall possess qualifications and experience essential to the conduct of a complete program of human services.

**Amended and Retitled Date:** 7/1/65; 3/15/93; 8/27/99

**Reason for Amendment:** To update job title and duties of job code.



DEC 6 1984

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## SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CITIZENS COMPLAINT OFFICER

CODE: 2975

## CHARACTERISTICS OF THE CLASS:

Under general direction, processes a wide variety of complaints initiated by citizens concerning problems with governmental agencies and private organizations; serves as a referral source to expedite the resolution of citizen complaints; maintains liaison with private and public agencies regarding community activities; serves in a staff capacity with the San Francisco Rent Arbitration Board resolving disputes between tenants and property owners; prepares memoranda, correspondence and reports; and performs related duties as required.

## DISTINGUISHING FEATURES:

Positions in this class may be utilized by various city agencies to handle a variety of citizen complaints by phone, mail and in person. Positions specifically assigned to the Rent Arbitration Board process complaints initiated by citizens concerning housing and rent control problems.

## EXAMPLES OF DUTIES:

1. Receives a wide variety of citizen complaints by phone, mail and in person; conducts in-depth interviews with complainants when appropriate to ascertain the nature of the problem and the sequence of factual events; analyzes and evaluates complaints and recommends to the complainant possible steps and procedures to resolve the problem; when necessary, conducts research on difficult complaints by means of correspondence, phone and in-person visits; handles those complaints that have no merit with diplomacy and compassion.

2. Maintains liaison with public and private agencies, organizations and groups; coordinates investigations concerning mutual problems with other public agencies; performs staff and administrative services for the department.

3. Works with governmental agencies, community groups and business organizations to exchange information and to establish lines of communication; develops cooperative procedures to resolve citizen complaints with affected agencies or organizations; may call ahead to another agency for the complainant in order to expedite the resolution of a specific problem.

4. As assigned, processes a variety of complaints initiated by citizens for the Rent Arbitration Board; attempts to resolve complex disputes between tenants and property owners concerning housing and rent control problems.

5. Confers with co-workers in order to evaluate particular complaints as well as analyze various classes of complaints; determines the most effective method of resolving problems and recommends and implements same; discusses with the department head and others departmental policies and procedures regarding citizen complaints.

CLASS TITLE: CITIZENS COMPLAINTS OFFICER

CODE: 2975

EXAMPLES OF DUTIES: (continued)

6. Maintains a current record of all complaints with their disposition; prepares a weekly report to the director and a monthly report to the commission on activities performed; prepares special reports and presentations as assigned.

7. As assigned may work directly for the Superintendent of Schools; acts as the liaison between the community and the San Francisco Unified School District; processes a variety of complaints from the community and school administrators; facilitates the resolution of complaints by seeking aid from appropriate sources within the School District or from outside agencies; informs the superintendent and his staff of specific concerns of individual and parent groups; attends meetings on behalf of the superintendent; prepares a monthly report to the superintendent; and performs other duties as assigned by the superintendent.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree. Requires three years of experience in an agency concerned with the resolution of citizen problems in such areas as education, fair employment, rent control administration, housing, discrimination or social services; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires good knowledge of: City, State and Federal agency organizations and procedures including local rent ordinances; principles and techniques required to elicit information during interviews; methods and procedures of problem solving. Requires some general knowledge of the codes, statutes and laws affecting activities of the department.

Requires ability to: Empathize with a wide variety of complainants; utilize diplomacy and tact in dealing with representatives of various public agencies, private organizations and the community.

Requires skill in: Speaking and writing effectively; dealing with people of the various ethnic and social economic backgrounds.

AMENDED: 7-24-72, 9-17-84

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: EDUCATION INTEGRATION SPECIALIST

CODE: 2977

CHARACTERISTICS OF THE CLASS:

Under general direction, assists in the development, implementation and maintenance of the school integration program; coordinates the School District's integration program with the community; promotes public relations between the community and the School District by preparing and disseminating written information and by providing technical and liaison services; and performs related duties as required.

Requires responsibility for: Carrying out and explaining the integration policies and procedures of the School District; continuous personal contacts with individuals and groups in the development, coordination and presentation of school integration programs.

EXAMPLES OF DUTIES:

1. Develops school integration concepts according to guidelines by planning various aspects of the programs, including determining priorities, processing raw data and estimating costs; makes written and oral presentations explaining the proposed programs, such as the advantages and disadvantages of the concepts developed.
2. Implements the technical aspects of the school integration program by analyzing data to determine pupil reassessments and revisions of attendance boundaries; models such attendance areas, taking into consideration racial, educational and other factors.
3. Maintains and monitors the school integration plan by collecting and analyzing data and preparing charts, maps, reports and statistical studies; in cases where data has to be computer-programmed and processed, may function as an EDP liaison by providing raw data, explaining desired results and reviewing and interpreting data-processed information.
4. Disseminates school integration information by functioning as a technical resource advisor; may draft press releases, edit informational material, write reports and maintain a library of resource material for informational purposes; answers general and specific questions from groups and individuals.
5. May organize and publicize meetings; attends meetings as a district representative to make presentations, give progress reports, supply technical information and serve as a liaison between district and community; reports community feedback from meetings back to the district.
6. As assigned, coordinates school integration efforts of groups and individuals both within and outside of district.
7. May write or assist in writing funding proposals for district school integration programs; may also assist outside agencies in writing their grant proposals.
8. May investigate complaints concerning the school integration program and provide counseling and referral services.
9. May supervise assistants as required; may advise and train others in public and human relations problems and techniques.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree. Requires three years of full-time paid experience in community relations or community liaison work, teaching in a district engaged in implementing desegregation/integration planning, or planning a desegregation/integration program, or similar closely related experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires general knowledge of educational integration philosophy, programs and techniques, and a good knowledge of public information and community relations methods.

Requires ability to: Work without immediate supervision in developing and maintaining constructive relationships with community members and organizations, various

MINIMUM QUALIFICATIONS: (contd)

divisions of the School District and outside agencies; understand and explain technical, statistical and legal material; and may require ability to learn basic elements of systems analysis.

Requires skills in: Speaking effectively in public; writing and preparing effective technical, statistical and other data and analyses which are accurate, complete and understandable to the public; communicating with and dealing effectively with people of a wide variety of ethnic, religious and socio-economic backgrounds.

PROMOTIVE LINES:

To : To be determined

From: Original entrance examination

Adopted: 8-5-74

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: COMMUNITY LIAISON WORKER, HUMAN RIGHTS COMMISSION

CODE: 2977

CHARACTERISTICS OF THE CLASS:

Under direction, assists in the identification and resolution of problems and concerns to community and neighborhood organizations; assists in the development and coordination of action programs; gathers and evaluates a variety of information affecting city residents; provides guidance, information and technical assistance to neighborhood organizations; prepares memoranda and reports on assigned activities; and performs related duties as required.

Requires responsibility for: Carrying out and explaining programs and policies of the Human Rights Commission relating to the exchange of information between the agency and community residents; continuous personal contacts with individuals and representatives of public and private organizations in order to resolve problems; preparing and maintaining material and information concerning assigned activities.

EXAMPLES OF DUTIES:

1. Establishes and maintains contacts within neighborhoods or with groups that have a community function; provides individuals or groups with information regarding city-wide resources.
2. Assists in identifying concerns and problems by gathering and evaluating information from a variety of sources; attends meetings of community and neighborhood groups and governmental and private agencies.
3. Provides guidance and technical assistance in a wide variety of matters affecting the community; assists in developing programs at the neighborhood and city-wide level designed to advise residents in establishing cooperative efforts.
4. Serves as an informational resource to community groups regarding the services and operation of governmental agencies; develops and maintains an inventory of resources available to city residents.
5. Provides staff liaison services between community groups and representatives of federal, state, regional and local public and private agencies.
6. As assigned, prepares memoranda, reports, correspondence and records on work performed; speaks before a variety of community groups.

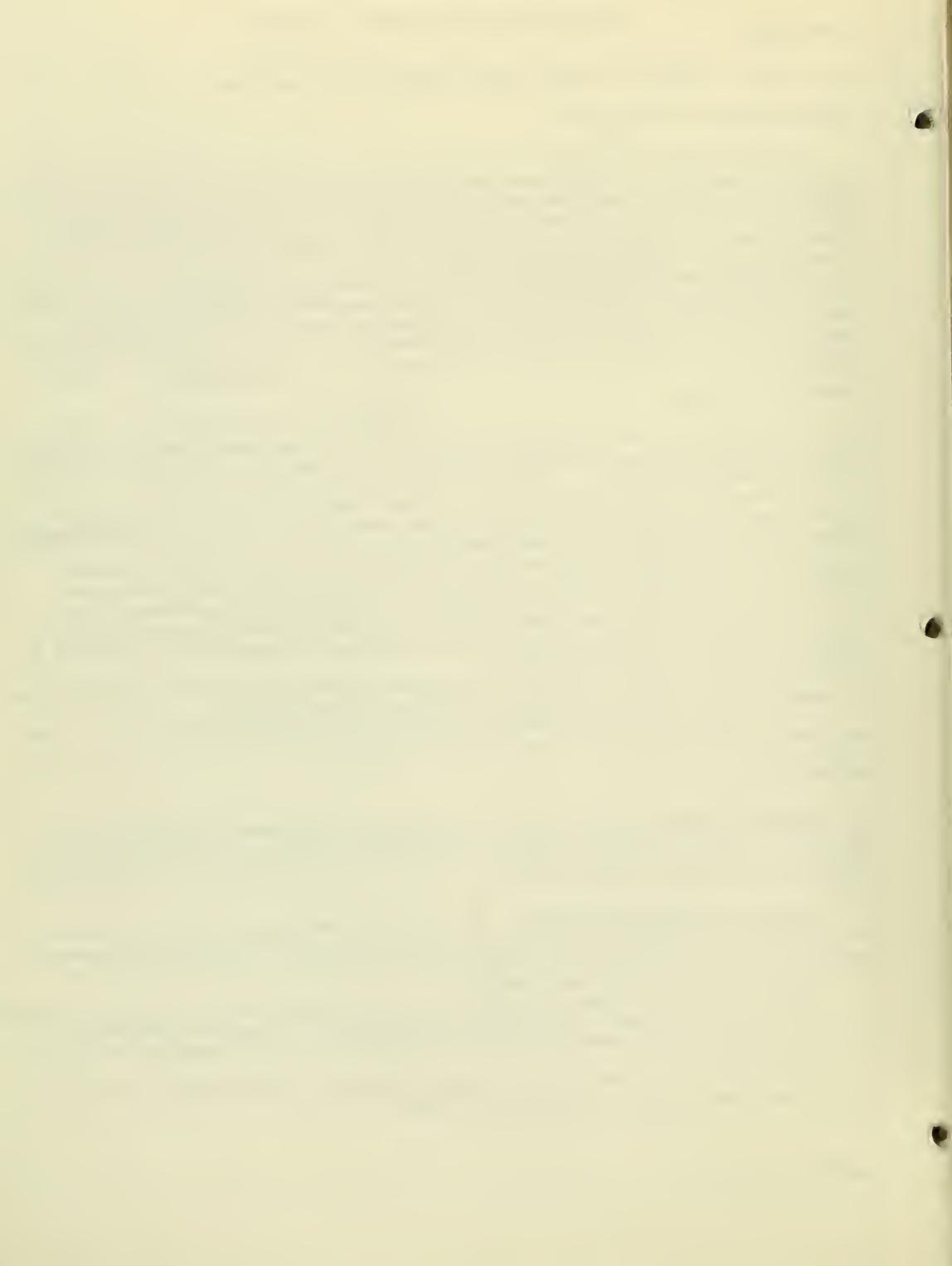
MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by two years of experience in representing or providing services to neighborhoods. One year of college may be substituted for one year of work experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some knowledge of: The activities and programs of the Human Rights Commission; the life style, behavior, attitudes and speech prevalent in various communities in the city; the services and facilities available for public and private agencies.

Requires ability to: Relate readily to a full range of ethnic or special orientation groups in an assigned area; convey the significance of services available; develop and maintain good communications with personnel of various agencies and organizations.

Requires skill in: Dealing courteously, effectively and tactfully with others; speak effectively and write clearly and concisely.



SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: EMPLOYMENT CONTRACT COMPLIANCE OFFICER II

CODE: 2978

CHARACTERISTICS OF THE CLASS:

Subject to administrative approval, develops, directs and coordinates the Affirmative Action, Minority Business Enterprise, and Equal Employment programs of the Public Utilities Commission; advises the Commission on compliance with equal employment laws, regulations, policies and procedures; directs the activities of subordinate staff and performs related duties as required.

DISTINGUISHING FEATURES:

The employee in this single position classification reports directly to the General Manager of the Public Utilities Commission and is responsible for the overall administration of the Commission's Affirmative Action, Minority Business Enterprise and Equal Employment programs. The position is distinguished from positions in class 2992 Contract Compliance Officer I in that it is responsible for supervision of employees in the latter classification and for direction of all equal opportunity programs of the Public Utilities Commission.

EXAMPLES OF DUTIES:

1. Administers the Affirmative Action, Minority Business Enterprise and Equal Employment programs of the Public Utilities Commission; supervises the activities of subordinate staff assigned to these programs.
2. Develops procedures to insure compliance with all Public Utilities contract provisions which promote equal opportunity employment.
3. Provides direction to department managers in the implementation of equal employment laws, executive orders, regulations and procedures.
4. Establishes and maintains a minority business "out reach" program in order to provide minorities with equal opportunities in the allocation of City business contracts.
5. Directs the review and monitoring of the contract compliance program to insure that equal opportunity objectives are achieved; directs the investigation of complaints alleging violations of equal employment objectives.
6. As directed by the General Manager of the Public Utilities Commission, represents the department at meetings with minority groups, unions, human relations organizations and related public and private agencies concerned with advancing affirmative action goals; reports to the Public Utilities Commission on equal employment program development and contract compliance.
7. Interprets Federal, State and Local equal employment laws, rules and regulations as they relate to departmental policies and procedures; evaluates these requirements and implements changes in departmental programs as needed.
8. Directs the planning and conducting of seminars and training programs to instruct the minority business community in contracting practices and procedures.
9. Directs the preparation of a variety of records and reports pertaining to State, Federal and local regulations for equal employment opportunity.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, preferably supplemented by one year of graduate study, with major coursework in industrial relations or the social sciences.

CLASS TITLE: EMPLOYMENT CONTRACTS COMPLIANCE OFFICER II

CODE: 2978

MINIMUM QUALIFICATIONS: (Cont.)

Requires seven years of progressively responsible experience in intergroup work, industrial relations or employment-related positions, at least two years of which must have involved the supervision of an affirmative action or minority business enterprise program, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: Employment and labor practices and conditions in San Francisco and the Bay Area, urban mass transportation administration regulations; the codes, statutes and laws related to equal employment opportunities; and the principles and practices of affirmative action administration.

Requires ability to: Interpret and apply laws, rules and regulations relating to affirmative action; plan, organize and direct programs with department managers, union representatives and members of the minority business community; assign and supervise the work of other employees; establish effective working relationships with minority groups; prepare clear and concise reports; and speak effectively before groups of people.

PROMOTIVE LINES:

To: No normal lines of promotion

From: 2992 Employment Contract Compliance Officer I

NEW CLASS

ADOPTED: 6-5-78

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: STUDENT ASSIGNMENT MANAGER

CODE: 2979

CHARACTERISTICS OF THE CLASS:

Under direction, coordinates the development, implementation and maintenance of the School District's Student Assignment Program; directs and supervises both professional and clerical employees engaged in all aspects of the Student Assignment Program; prepares written reports and technical data on assignment activities; and performs related duties as required.

DISTINGUISHING FEATURES:

This is a one position class responsible for managing the broad range of activities involved in student assignments. The incumbent reports directly to the Assistant Superintendent, School Operations. It is distinguished from class 2977 Education Integration Specialist in that the position is managerial in nature, the incumbent being responsible for all aspects of the Student Assignment Program including the school integration program.

EXAMPLES OF DUTIES:

1. Develops student assignment concepts according to guidelines by planning various aspects of the programs, including determining priorities, processing data and estimating costs; makes written and oral presentations explaining the proposed programs, such as the advantages and disadvantages of the concepts developed.
2. Implements the school integration program. Prepares necessary communications to the Superintendent of Schools, Area Superintendents, School Principals and Special Program Managers concerning monitoring of all integration activities.
3. Revises school attendance boundaries as necessary to reflect racial balance guidelines and school capacities; coordinates school integration efforts with groups and individuals both within and outside of the district.
4. Acts as liaison with Area Superintendents, school principals, and special program managers on student assignment and program placement concerns.
5. Coordinates alternative school enrollment procedures and placement of all special programs within the schools, e.g. bilingual, gifted, special education as dictated by racial balance guidelines, program requests and the special needs of the students.
6. Organizes the assignment and notification of regular and special program students.
7. Coordinates the activities of the Student Assignment Office with other divisions of the school district, such as data processing, transportation scheduling and facilities planning.
8. Prepares or supervises the preparation of reports, maps, charts and statistical studies on student assignment.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree. Requires five years of full-time paid experience in community relations or community liaison work, teaching in a district engaged in implementing desegregation/integration planning, or planning a desegregation/integration program, or similar closely related experience; or an equivalent combination of training and experience.

CLASS TITLE: STUDENT ASSIGNMENT MANAGER

CODE: 2979

MINIMUM QUALIFICATIONS: (Cont.)

Knowledge, Abilities and Skills: Requires general knowledge of educational integration philosophy, programs and techniques, and a good knowledge of public information and community relations methods.

Requires ability to: Work without immediate supervision in developing and maintaining constructive relationships with community members and organizations, various divisions of the School District and outside agencies; understand and explain technical, statistical and legal material; provide supervision and direction to subordinates; and may require ability to learn basic elements of systems analysis.

Requires skills in: Speaking effectively in public, writing and preparing effective technical, statistical and other data and analyses which are accurate, complete and understandable to the public; communicating with and dealing effectively with people of a wide variety of ethnic, religious and socio-economic backgrounds, and knowledge of modern management practices and principles.

NEW CLASS

ADOPTED: 10-16-78

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: SPECIALIST II, HUMAN RIGHTS COMMISSION

CODE: 2980

CHARACTERISTICS OF THE CLASS:

Under direction, provides assistance and support services in the carrying out of Human Rights Commission policies and programs in community, neighborhood and youth organizations, employment, or housing; disseminates information on Commission programs; makes investigations of problems in the various areas of responsibility; provides guidance, information and technical assistance to groups; develops and coordinates programs; prepares memoranda and reports on assigned activities; and performs related duties as required.

Requires responsibility for: Carrying out and interpreting programs and policies of the Human Rights Commission in the various areas of responsibility; continuous personal contacts with public and private organizations, community and neighborhood groups and businesses for the purpose of furnishing or obtaining information; preparing regular reports and memoranda on assigned activities.

EXAMPLES OF DUTIES:

1. Carries out policies and programs of the Human Rights Commission in the areas of community and neighborhood relations, education, employment, housing, minority opportunities, or youth organizations; performs recruitment activities for city and county civil service positions; provides guidance, information and technical assistance to community organizations.

2. Makes field investigations concerning assigned problems in the areas of housing, education, employment or community grievances; reports on complaints of discriminatory practices and contacts other agencies to exchange information on such problems.

3. Works independently on the identification and resolution of problems and concerns from a variety of sources by gathering and evaluating information from a variety of sources; attends meetings of community and neighborhood groups, governmental agencies and private organizations; when directed, represents the Commission at conferences and meetings; prepares material for the Commission, its committees and other related meetings.

4. Serves as liaison between various community groups and representatives of federal, state, regional and local public and private agencies.

5. Works with schools, minority groups, agencies, organizations and employers to facilitate the entrance of minorities into employment and training programs; assists in the development of new training programs.

6. As assigned, prepares public relations or publicity releases; prepares correspondence, public relations memoranda, reports, surveys, speeches, radio and television announcements; responds to telephone and mail requests for assistance and information.

7. As assigned, prepares memoranda, reports, correspondence and records on work performed; speaks before a variety of community groups; prepares a variety of reports in particular fields and on particular issues.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by three years of work experience dealing with the problems of community planning, housing, employment, youth, community relations, public relations or journalism, preferably involving public contact. One year of college may be substituted for one year of experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires knowledge of the policies and programs of the Human Rights Commission in one of the fields of: Minority employment,

CLASS TITLE: SPECIALIST II, HUMAN RIGHTS COMMISSION

CODE: 2980

MINIMUM QUALIFICATIONS: (contd)

housing, education, youth or community organization; the resources and services available to deal with problems encountered in these areas; the life style, behavior, attitudes and speech prevalent in various communities within San Francisco, the operations of related public and private agencies; the composition of neighborhoods in San Francisco.

Requires ability to: Relate easily to a full range of ethnic or special orientation groups in an assigned area; develop and maintain good communications with personnel of various agencies and organizations; deal courteously and effectively with others.

Requires considerable skill in: Preparing clear and concise reports and documents; speaking before community groups.

PROMOTIVE LINES:

To : No normal line of promotion

From: 2997 Specialist I

Adopted: 5/7/73

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: HOUSING REPRESENTATIVE,  
HUMAN RIGHTS COMMISSION

CODE: 2981

CHARACTERISTICS OF THE CLASS:

Under general direction, performs liaison work in the implementation of educational and affirmative action programs with civic and business organizations including real estate, apartment and financial associations; as directed, analyzes and mediates complaints regarding alleged discrimination in housing; assists in the development of neighborhood educational programs regarding housing problems; and performs related duties as required.

Requires responsibility for: carrying out and explaining the housing policies and procedures of the Human Rights Commission; frequent personal contacts with individuals and groups in the presentation and development of equitable housing programs and policies in the San Francisco Bay Area.

EXAMPLES OF DUTIES:

1. Investigates and reports on complaints of discriminatory neighborhood housing practices; co-ordinates investigations with other public agencies.
2. As assigned, provides staff service for the Urban Renewal and Housing Committees of the Human Rights Commission in the gathering of housing data.
3. Analyzes proposed public and private actions relating to housing and urban renewal and reports thereon.
4. Maintains liaison with public and private agencies and organizations concerned with housing and urban development.
5. Provides counseling to individuals and families in regard to complaints of discrimination in housing and the obtaining of housing accommodations.
6. Prepares a variety of reports regarding present and proposed housing practices and procedures.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree.

Requires four years' progressively responsible experience in inter-group work, city planning, urban renewal, or the housing industry, including control, counseling, sales or finance; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires general knowledge of: housing practices and conditions in San Francisco and the Bay Area; the codes, statutes and laws related to housing accommodations; the local, state and national trends in the field of housing.

Requires skill and ability in: speaking and writing effectively and dealing effectively with people of various ethnic, religious and socio-economic backgrounds; and conferring with a variety of public and private agencies and organizations.

CLASS TITLE: HOUSING REPRESENTATIVE,  
HUMAN RIGHTS COMMISSION (Continued)

CODE: 2981

PROMOTIVE LINES:

To: 2983 Co-ordinator, Community Organizations, Human  
Rights Commission

From: Original Entrance Examination

ADOPTED: 1/6/66

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CIVIL SERVICE COMMISSION LIBRARY

CLASS TITLE: MANAGER, INTAKE CENTER, S.F.U.S.D.

CODE: 2981

## CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans, organizes and supervises the activities of the School District's Intake Center; directs the identification, assessment, assignment, and orientation of all foreign born and U.S. born students whose primary language is other than English; designs and directs the implementation of internal systems and procedures for the collection, compilation, distribution and analysis of data; and performs related duties as required.

## DISTINGUISHING FEATURES:

This single position class is responsible for planning and directing the work of the District's Intake Center. The incumbent, reporting to the Director of Bilingual Education, supervises a staff of paraprofessionals and clerical employees involved in the identification, assessment, assignment, and orientation of limited and non-English speaking students.

## EXAMPLES OF DUTIES:

"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Plans, organizes and supervises the registration, testing, transcript evaluation, school placement and orientation of all foreign born and U.S. born students whose primary language is other than English.
2. Interprets and implements Board policies and administrative regulations concerning the educational needs of limited and non-English speaking students; recommends programs, methods and procedures to meet these needs; develops and evaluates procedures and policies for the Intake Center with regard to the assessment, placement and orientation of foreign born students.
3. Coordinates the activities of the Intake Center with other divisions of the School District; confers with assistant superintendents, school principals and other staff on school assignments, grade placements, testing, and transcript evaluation.
4. Determines, plans, and recommends Intake Center's staffing, office space, technical assistance, equipment and supplies needs; determines and assigns priorities, workloads and work schedules; ensures that the Intake Center provides translation services of oral and written information in at least five major languages.
5. Prepares or directs the preparation of a variety of reports and records which are disseminated to District staff, and Federal and State funding agencies.
6. Makes written and oral presentations to school district personnel, foreign and U.S. visitors, parents and community on registration requirements, testing, assessment, assignment procedures, policies and demographics of foreign born and U.S. born students whose language is other than English.

CLASS TITLE: MANAGER, INTAKE CENTER, S.F.U.S.D.

CODE: 2981

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills: General knowledge of: educational philosophy, programs and techniques related to meeting the needs of limited and non-English speaking students; State laws governing education for foreign born students; characteristics and needs of immigrant families; available social, health and community resources; modern management practices and principles.

Ability to: Work with immediate supervision in developing and maintaining constructive relationships with parents, students, community groups and other District personnel; provide supervision and direction to subordinates.

Skill in: Communicating with and dealing effectively with people of a wide variety of ethnic, religious and socio-economic backgrounds; speaking effective in public; analytical problem solving; preparing accurate written and oral reports.

ADOPTED: 8/1/88

#4006m

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: RENT BOARD SUPERVISOR

CODE: 2982

CHARACTERISTICS OF THE CLASS:

Under general direction, supervises subordinate staff in the processing of complaints concerning housing and rent control problems; acts for the Executive Director and Deputy Director in their absence; represents the Rent Arbitration Department before boards and commissions; and performs related duties as required.

DISTINGUISHING FEATURES:

Incumbents in this classification assist in the overall administration and operation of the Rent Arbitration Board. This class reports to the Deputy Director and Executive Director for administrative and policy direction. The Rent Board Supervisor implements and oversees the efficient functioning of the rent and eviction units. This class is distinguished from the class of Citizen Complaint Officer in that employees in this class have significant supervisory responsibility and serve an advisory role in housing and rent control matters.

EXAMPLES OF DUTIES:

1. Plans, schedules, assigns and supervises the work of staff engaged in rent and eviction procedures; selects, trains, and evaluates the performance of assigned personnel.
2. Supervises the collection of pertinent data and statistical information; synthesizes and prepares numerical summaries and narrative reports; as assigned, acts as the data processing coordinator for the computer system.
3. Identifies management and administrative problems and implements effective procedures; designs appropriate forms; researches and analyzes applicable state and local laws; ensures conformity and effectiveness of existing procedures with mandated Rent Board responsibilities.
4. Develops and coordinates an effective public outreach program to disseminate information regarding Rent Board areas of jurisdiction; acts as liaison to public and private organizations and agencies; maintains media contacts; represents the Board at community events, meetings and legislative hearings.
5. Confers with Rent Board staff, landlord and tenant organizations, city department heads or their representatives and legal agencies concerning all types of housing and rent control matters.

DOCUMENTS DEPT.

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CLASS TITLE: RENT BOARD SUPERVISOR

CODE: 2982

DESIREABLE QUALIFICATIONS:

Training and Experience: A bachelor's degree from an accredited four year college or university with major course work in public administration, political science, business administration, law, or economics AND at least two years of progressively responsible experience in government, non-profit agency or community organizational work involving the application of laws and ordinances relating to regulatory functions, planning, real estate, or rent control; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Comprehensive knowledge of: statutes, ordinances, charter and other legal provisions relating to landlord-tenant law; the principles of organization and management; public relations; social and economic conditions of the city as they pertain to housing; the San Francisco Residential Stabilization and Arbitration Ordinances and Rules and Regulations.

Ability and skill to: plan, organize and direct the work of subordinates; collect data and prepare statistical and narrative reports; resolve conflicts; implement training programs; analyze situations and adopt an effective course of action; speak and write effectively.

ADOPTED: 9-17-84

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CO-ORDINATOR, COMMUNITY ORGANIZATION,  
HUMAN RIGHTS COMMISSION

CODE: 2983

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, supervises commission work with community or neighborhood organizations and develops both neighborhood and city-wide programs designed to resolve intergroup relations problems; promotes understanding of intergroup relations; performs staff services to the advisory council; and performs related duties as required.

Requires responsibility for: executing, interpreting and explaining established policies and procedures of the Human Rights Commission; supervising staff contacts with individuals and groups in the presentation and development of Human Rights Programs in the San Francisco Bay Area.

EXAMPLES OF DUTIES:

1. Supervises the work of subordinate personnel in planning and conducting educational programs, seminars, in-service training and other programs and institutes in the area of Housing, Neighborhoods and Youth and Education.

2. Co-ordinates commission activities in providing guidance and technical assistance to groups within the City in resolving intergroup problems and the development of educational programs.

3. Organizes and encourages neighborhood groups to deal with intergroup problems.

4. Supervises the development of voluntary affirmative action programs to resolve intergroup problems and overcome disadvantages resulting from past discriminatory practices.

5. Prepares programs in co-operation with other civic groups for the orientation of newcomers into the city and for dealing with problems of youth.

6. Attends all meetings of the Human Rights Commission and performs such staff services for the Commission as required under the supervision of the Director.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree, supplemented by one year of graduate study preferably in the social sciences.

Requires five years of experience with a recognized agency functioning in the area of community or neighborhood work; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: the principles, practices and objectives of intergroup relations work; the population, group composition and social problems of the City; the local and national structures of intergroup relations and community organizations.

CLASS TITLE: CO-ORDINATOR, COMMUNITY ORGANIZATION,  
HUMAN RIGHTS COMMISSION (Continued)

CODE: 2983

Requires skill and ability in: planning, organizing, supervising and promoting programs of community action; speaking and writing effectively; and dealing effectively with people of various ethnic, religious and socio-economic backgrounds.

PROMOTIVE LINES:

To: Next higher rank exempt from examination process by Charter.

From: 2982 Community Organization Representative, Human Rights  
Commission  
2981 Housing Representative, Human Rights Commission

ADOPTED: 1/6/66

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DEPUTY DIRECTOR, HUMAN RIGHTS COMMISSION

CODE: 2984

CHARACTERISTICS OF THE CLASS:

Under general direction, acts as the Deputy Director for the Human Rights Commission; assists the Director in the overall administration of the programs of the department and performs a variety of administrative and technical duties; supervises subordinate managerial staff and performs related duties as may be required. The employee acts for the Director in case of absence.

DISTINGUISHING FEATURES:

This one-position class reports to the Director of the Human Rights Commission. Subject to the policy limitations determined by the Director, the incumbent initiates policies and procedures and employs independent judgment in carrying out assignments, supervising staff and overseeing the daily operations of the department. It is distinguished from the Director in that the latter has overall responsibility for departmental operations and the development and dissemination of Commission policies and programs. The Director also has primary responsibility for regular and important contact with the Commissioners, managers of other Federal, State and local human rights agencies and community groups.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Participates in the overall management and administration of the department; supervises subordinate managers; oversees administrative activities such as personnel, employee evaluations, purchasing, budgeting, and performs related duties.
2. Oversees the daily operations of the department and supervises the policies and programs mandated by the Commission, such as the Minority Business Enterprise/Women Business Enterprise/Local Business Enterprise and Contract Compliance functions. Directs the monitoring of City and County procurement procedures and related operations to determine departmental compliance with applicable laws and regulations.
3. In the absence of the Director, attends all regular meetings of the Human Rights Commission and the Board of Supervisors and its committees, representing the department and presenting information to officials.
4. Researches and develops strategies for implementing new programs and procedures; assists in the preparation, approval and implementation of legislation, regulations and policies affecting departmental operations.
5. Assists in the preparation of a variety of reports and correspondence for the Commission and its committees and programs.

CLASS TITLE: DEPUTY DIRECTOR, HUMAN RIGHTS COMMISSION

CODE: 2984

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars... Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills:

Considerable Knowledge of: the principles of administration and management; public relations and interrelationships of City departments and community groups; laws, policies and issues related to affirmative action in employment; procurement procedures and policies; methods of monitoring and enforcing fair employment practices in awarding contracts and evaluating related departmental performance.

Ability to: plan, organize and direct the work of subordinate staff; interpret, research and analyze social and human relations laws, regulations and issues which may be within the purview of the Human Rights Commission; prepare and present reports and recommendations concisely, logically and understandably; communicate effectively orally and in writing; work effectively with elected officials, peers, subordinate staff and others.

ADOPTED: 9-18-89

#4115c

(AMENDED)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: CO-ORDINATOR OF EMPLOYMENT,  
HUMAN RIGHTS COMMISSION

CODE: 2985

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, plans and implements a program of employment services to insure and promote fair employment practices; co-ordinates voluntary affirmative employment programs to reduce or eliminate existing inequalities; carries out the directives of the Board of Supervisors and the policies of the Commission in the field of fair employment; coordinates staff investigations of charges of employment discrimination; and performs related duties as required.

Requires responsibility for: executing, interpreting and explaining the established employment policies and procedures of the Human Rights Commission; supervising staff contacts with employers, labor unions, employment agencies, vocational schools, and other groups concerning the gathering of employment information and the explanation of Commission policies.

EXAMPLES OF DUTIES:

1. Supervises the work of subordinate personnel in consulting and working with employers, labor unions, and employment agencies in the development of affirmative action programs.

2. Supervises the servicing of job referral procedures and affirmative action programs developed under agreements between the Commission, employers, labor unions and civil rights groups.

3. Reviews complaints received regarding community-wide problems involving employers, labor unions, employment agencies, schools and other groups involved in the field of employment.

4. Explains and carries out employment directives of the Board of Supervisors, such as the Nondiscrimination Ordinance, and policies and directives of the Human Rights Commission.

5. Supervises Commission activities with schools, minority group agencies and organizations to encourage entrance of minorities into employment and training programs; develops new training resources and co-ordinates existing employment and training resources.

6. Serves as direct liaison to the minority group programs of the California State Employment Service and to the various apprenticeship programs; renders advice and counsel on employment problems to public and private agencies and to public groups; represents the Human Rights Commission when directed to speak on problems and remedial actions in the field of employment.

7. Prepares reports on employment practices and upon progress of affirmative action programs for the Commission, the City and County, other agencies and groups, and the general public; gives advice to the Commission in the formulation of employment policies.

8. Attends all meetings of the Human Rights Commission, Advisory Council, and under the supervision of the Director, performs such staff services as the Commission may require.

CLASS TITLE: CO-ORDINATOR OF EMPLOYMENT,  
HUMAN RIGHTS COMMISSION (Continued)

CLASS: 2985

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree.

Requires five year's progressively responsible experience in intergroup work, industrial relations or employment-related positions or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: employment and labor practices and conditions in San Francisco and the Bay Area; the codes, statutes and laws related to equal employment opportunities; and the problems and methods of intergroup relations work.

Requires ability to: plan, organize, supervise and promote programs with employers and trade union representatives; assign and supervise work; and develop constructive relationships with minority group members.

Requires skill in: speaking, writing and the planning and implementation of programs involving groups of people; fluency in Chinese or Spanish is desirable.

PROMOTIVE LINES:

To : Next higher rank exempt from examination process by Charter

From: 2984 Employment Representative, Human Rights Commission

AMENDED: 2/13/68

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: DIRECTOR, HUMAN RIGHTS COMMISSION

CODE: 2986

CHARACTERISTICS OF THE CLASS:

Subject to the policy determination of the Human Rights Commission, exercises complete responsibility for the administration of the Human Rights Program; directs and maintains the program of the Commission within the framework which established it; and performs related duties as required.

Requires major responsibility for: Coordinating and executing the policies and programs of the Commission which includes enforcement of the nondiscrimination ordinance; making continuous personal contact with responsible citizens to establish and maintain good public relations and good relations between various groups, frequently involving difficult negotiations and interpretation of policy; presiding when required at meetings which may involve discussion on sensitive points resulting in decisions which may be subject to criticism from different groups.

EXAMPLES OF DUTIES:

1. Acts as the executive officer of the Human Rights Commission in the appointing, coordinating and directing of the staff and its activities; supervises the staff and directs the investigation of complaints to bring compliance with the City's intergroup and nondiscrimination law; plans, assigns, schedules and reviews the program of work; prepares and administers departmental budget and directs the maintenance of necessary records and reports.

2. Plans and implements the programs designed to promote intergroup understanding and civic harmony between members of various racial, ethnic, religious and other groups; serves, or assigns appropriate staff, as liaison representative of the Human Rights Commission to public and private groups and to educational programs when requested; advises and consults with City departments to improve services; contacts other groups concerned with intergroup work involving minority groups.

3. Directs immediate and effective investigation and remedial attention to cases of intergroup tension; assists the Commission and Advisory Council in the investigation and resolution of complaints brought to its attention; supervises the developing of factual information involving intergroup situations which have stimulated rumors or claims of unfair treatment; recommends procedures for dealing with proven instances of discrimination; consults with groups and advises individuals as to the proper course of action under laws pertaining to equal treatment.

4. Supervises the investigations and studies of intergroup problems and their causes and methods for improving intergroup relations; supervises the training of Commissioners and staff so that they are fully cognizant of current trends and techniques in the field of intergroup relations and in systematic procedures for interviews, investigations and reports.

5. Maintains close contact with developments related to intergroup relations in fields of education, housing, police-community relations and public accommodations.

6. Interprets policy to mass media and to the public so as to develop understanding of the work and objectives of the Commission; represents the Human Rights Commission at public functions when so directed.

7. Prepares regular reports for the Human Rights Commission as required by the ordinance and also prepares other reports as requested by the Commission; acts as the source of accurate and reliable data on problems related to the work of the Commission; supervises the preparation of detailed reports on all investigations and interviews; and is responsible for the centralized filing of complaints and reports on actions taken by the Commission and the Advisory Council.

CLASS TITLE: DIRECTOR, HUMAN RIGHTS COMMISSION

CODE: 2986

EXAMPLES OF DUTIES: (contd)

8. Assists the Commission and Advisory Council in mediation and negotiation procedures.
9. Represents the Human Rights Commission before legislative bodies of the City and County, State or Federal governments when directed by the Commission.
10. Makes recommendations for legislation to the Human Rights Commission and to the City and County, State or Federal governments when so directed by the Commission.
11. Serves as an advisor to the Mayor on human relations problems.
12. Is responsible for working with those contracting agencies as described by the nondiscrimination ordinance contained in the Administrative Code in the development of affirmative action programs which shall meet the requirements of the Human Rights Commission; assigns staff to monitor agreements made by contractors, subcontractors or suppliers and supervises the preparation of periodic reports for the Human Rights Commission; coordinates and implements policies and programs of the Commission regarding the nondiscrimination ordinance.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university, with a Baccalaureate Degree, with major course work in social sciences. Requires five years of experience as an intergroup professional with demonstrated administrative and programmatic responsibilities.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: The objectives, principles and practices of intergroup relations work and laws relative to the field; the functions of governmental agencies in intergroup relations; the functions of governmental agencies in the enforcement of nondiscrimination laws and of administrative methods; current social and economic problems; causes of intergroup problems and effective methods to alleviate them.

Requires familiarity with: Intergroup relations in the City and Bay Area.

Requires considerable ability to: Evaluate the problems of intergroup relations and the effect of social problems; plan, organize, supervise and promote programs of community action; establish and maintain effective working relationships with associates, subordinates, supervisors and the public; prepare technical and informational data for administrative use and publication; speak effectively at professional, non-professional and community meetings and on radio or television.

Adopted: 9/24/64

Amended: 5/19/75

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: COMMUNITY REPRESENTATIVE, OFFICE OF AGING

CODE: 2987

CHARACTERISTICS OF THE CLASS:

Under general supervision, represents the Director, Office of Aging, at meetings of community groups, City departments and private agencies; maintains liaison between community and neighborhood groups and organizations and the policies and programs of the Mayor's Office of Aging. Assists in the development and promotion of programs designed to provide services for senior citizens; provides staff assistance to the Senior Citizens Council, the Technical Advisory Committee on Aging, and other organizations; and performs related duties as required.

Requires responsibility for: Carrying out and explaining established policies and procedures of the Office of Aging; continuous personal contacts with individuals and groups in the presentation and development of programs concerning the aged and aging in San Francisco.

EXAMPLES OF DUTIES:

1. Represents the Director, Office of Aging, at meetings of community groups, City departments and private agencies to exchange information and explain policies and programs of the Office of the Aging.
2. Maintains liaison between community and neighborhood groups and organizations, and the policies and programs of the Mayor's Office of Aging; assists in stimulating interest of community organizations in the problems of the aged.
3. Assists in the development and promotion of the programs designed to provide services for senior citizens; may assist in the formation of groups, clubs, councils, committees, and referrals services in the community; speak before interested groups; write articles for publication or press release.
4. Provides staff assistance to the Senior Citizens Council, Technical Advisory Committee on Aging, and other organizations concerned with problems of the aging.
5. Assists in identifying community needs and resources related to aging persons in the City; assists in the compilation of data for use for the Office of Aging, prepares memoranda and reports.

MINIMUM QUALIFICATIONS:

Training and Experience: Specific minimum requirements have not been established for this classification. An individual appointed in the class will be a senior citizen and is expected to have a special interest in the problems of the aging, as demonstrated by personal involvement with groups of aging persons. Initiative and resourcefulness are required in explaining programs and policies, gathering information and suggesting solutions concerning the problems of the aging.

Knowledge, Abilities and Skills: Requires good knowledge of: The purposes of programs and policies of the Mayor's Office of Aging; community resources for aging persons; community organization methods and techniques.

Requires a general knowledge of: Legislation affecting the aged and governmental programs for the aged.

Requires ability to: Develop and promote the programs and policies of the Mayor's Office of Aging; establish rapport with elderly citizens, gain their confidence and respect, and obtain their support for programs; identify problems and needs of the aged and aging and groups representing the aged.

Requires skill in: Speaking, writing, and implementing programs and policies involving groups of people concerned with the problems of the aged.



SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: DIRECTOR, OFFICE OF AGING

CODE: 2988

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, has primary responsibility for the development and coordination of programs and policies dealing with problems of the aged and aging; assists in the coordination of City and County departmental programs, citizens councils and committees, nongovernmental organizations, State programs, and Federal policies and guide lines; assists in the establishment and maintenance of time schedules for the execution of existing and new programs; supervising the gathering, preparation, publication and dissemination of informational materials concerning the well being of older persons; and performs related duties as required.

Requires responsibility for: Assisting in the preparation and development of policy and in the coordination and execution of programs for the aged within the City; represents the Mayor and his Deputy for Social Programs in dealing with responsible representatives of City departments, State and Federal agencies, private organizations and citizen groups relative to a wide variety of social problems of the aged in the community; review and analyze a wide variety of social, economical, health, and other data; evaluating and reporting on programs and proposals concerning the problems of the aged.

EXAMPLES OF DUTIES:

1. Serves as the Administrator of the Office of Aging; assists in the development of broad goals and policies in dealing with the problems of the aged and aging.
2. Assists in the coordination of departmental programs now administered by the Department of Social Services, the Department of Public Health, Recreation and Park Department, the Housing Authority, the Redevelopment Agency, the Board of Education, the Economic Opportunity Council, the Public Guardian, and others, including the Bay Area Crusade and other nongovernmental organizations.
3. Provides staff assistance to the Senior Citizens Council and the Technical Advisory Committee on Aging.
4. Assists in the preparation, publication, and dissemination of educational materials concerning the welfare of older persons.
5. Coordinates City and County programs for the aged with Federal and State programs for the aged.
6. Reviews, advises and assists in the processing and preparation of applications for loans and grants for programs related to the welfare of the aged.
7. Prepares press releases and makes public appearances in explaining and discussing activities of the Office of the Aging.
8. Assists the Deputy of Social Programs in carrying out the broader responsibilities assigned to him dealing with the overall social programs and needs of San Francisco and its citizens.

MINIMUM QUALIFICATIONS:

Training and Experience: Completion of a four-year college or university with a baccalaureate degree with major course work in one of the social sciences is desirable; however, comparable work experience in the field of geriatrics may be substituted.

Requires three years of progressively responsible experience in the coordination and administration of programs dealing with the problems of the aged, or comparable community work.

Knowledge, Abilities and Skills: Requires a thorough knowledge of: The various programs concerning the aged currently in operation; good knowledge of the principles and techniques of disseminating information; the methods and techniques of implementing programs with respect to the needs of the aged; State, Federal and local regulations

(NEW CLASS)

CLASS TITLE: DIRECTOR, OFFICE OF AGING

CODE: 2988

MINIMUM QUALIFICATIONS:

Knowledge, Abilities and Skills (contd):

Requires ability to plan, organize, and coordinate the activities of groups and individuals engaged in city-wide programs for the aged; work effectively with representatives of governmental agencies and with private interests engaged in a wide variety of social programs; read, speak, and write effectively.

ADOPTED: July 29, 1968

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: ASSISTANT DEPUTY FOR SOCIAL PROGRAMS

CODE: 2989

CHARACTERISTICS OF THE CLASS:

Under the direction of the Deputy for Social Programs, assists in the coordination of existing programs and projects concerned with serving the social needs of the City; assists in the development of new City-wide and neighborhood programs to alleviate social problems; assists in the establishment and maintenance of time schedules for the execution of existing and new programs; and performs related duties as required.

Requires responsibility for: Assisting in the interpretation of policies and in the coordination of the activities of agencies engaged in social programs representing the Mayor or the Deputy for Social Programs in dealing with responsible representatives of local, State and Federal agencies as well as private groups and organizations; reviewing and analyzing a variety of economic, social or political data relative to social needs and problems, and to prepare concise reports on such matters; assisting in developing and administering grants or contracts assigned to the Office of Social Programs.

EXAMPLES OF DUTIES:

Under the direction of the Deputy for Social Programs, the Assistant Deputy:

1. Assists in the coordination of social programs; their relation to the City's physical development and with fiscal programs which are directly related to social development.
2. Assists in the development of proposals for federal or private grants for programs to promote the social welfare of the community; assists other City departments in the development and submission of such proposals.
3. Administers any grants or contracts, and the personnel funded therein, assigned to the Office of Social Programs; in connection with these grants or contracts, is responsible for submitting, or ensuring the submission of, required reports and evaluations.
4. On behalf of the Mayor and the Deputy, performs liaison duties with citizen groups and regional, state and federal agencies active in social programs.
5. Assists in the development of broad goals relating to problems of the youth and unemployment; in this capacity, coordinates information and policy among the City departments and private groups involved in programs relating to youth and unemployment; maintains close contact with such federal agencies as the Department of Labor, Department of Health, Education and Welfare, and the Office of Economic Opportunity in the development of social programs.
6. Prepares an annual report for consideration of the Deputy on the social needs and programs in the City; in this connection, consults with appropriate agencies, departments, bureaus and private groups.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires the completion of a four-year college or university with a baccalaureate degree with major course work in one of the social sciences.

Requires extensive responsible experience in the coordination or administration of programs dealing with community social problems; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: The various programs of social reform currently in operation; thorough knowledge of principles and techniques of social planning; the methods and techniques of social reform par-

CLASS TITLE: ASSISTANT DEPUTY FOR SOCIAL PROGRAMS

CODE: 2989

MINIMUM QUALIFICATIONS: (contd)

ticularly with respect to youth and manpower; state, federal and local legislation affecting social programs.

Requires ability to: Plan, organize, and coordinate the activities of those engaged in City-wide social programs; work effectively with representatives of governmental agencies and with private interests engaged in a variety of social programs; read, speak and write effectively.

ADOPTED: 10/20/69

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: ~~EDUCATOR~~ DEPUTY FOR SOCIAL PROGRAMS

CODE: 2990

CHARACTERISTICS OF THE CLASS:

Subject to executive approval, advises the Mayor with regard to social needs and programs within the City; provides assistance in co-ordinating existing programs and in the development of city-wide and neighborhood programs to serve new social needs of the community; establishes and maintains schedules for the execution of programs; and performs related duties as required.

Requires responsibility for: assisting in the formulation and development of policy and in the co-ordination and execution of social programs within the City; represents the Mayor in dealing with responsible representatives of City departments, regional, state and federal agencies and private groups relative to social problems in the community; analyzing, evaluating and reporting to the Mayor on immediate and long-range social implications of programs and proposals concerning city government and community organizations.

EXAMPLES OF DUTIES:

1. Develops broad goals for dealing with the problems of the aged; recommends policies for co-ordinating departmental programs for the aged now administered by the Department of Social Services, Department of Public Health, Recreation and Park Department, Housing Authority, Board of Education, Public Guardian, the United Community Fund, and other governmental and non-governmental organizations; provides staff assistance to the proposed Senior Citizens Council and the proposed Technical Advisory Committee on Aging after these groups have been established; recommends policies for co-ordinating city and county programs for the aged with Federal and State program for the aged.

2. Through regular and frequent exchanges of information and consultation, co-ordinates the social programs of the city with each other, and the general social program of the city with the city's physical development and fiscal programs.

3. Works with the Human Rights Commission, Public Services Commission, City Planning Commission, Department of Public Health, Police Department (Community Relations), Juvenile and Adult Probation Departments, Housing Authority, Redevelopment Agency (Central Family Relocation Service), Council for Economic Opportunity, Board of Education, United Community Fund (Social Planning Committee), San Francisco Planning and Urban Renewal Association, and other public and private community groups to analyze problems and to develop co-ordinated programs for promoting the social welfare of San Francisco.

4. Develops recommendations for new approaches, techniques and comprehensive plans and programs to help solve social problems and promote the social welfare of the community.

5. Maintains liaison with public and private agencies responsible for participating in the development of a Community Action Program under the Federal Anti-Poverty Program.

6. Works with public agencies whose activities cause displacement of persons and businesses, and with other public agencies which offer

CLASS TITLE: MAYOR'S DEPUTY FOR SOCIAL PROBLEMS  
(Continued)

CODE: 2990

services or assistance to persons and businesses displaced, to develop an overall city relocation program.

7. Advises on, and processes applications for, loans and grants for programs to promote the social welfare of the community.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires the completion of a four-year college or university with a baccalaureate degree with major course work in one of the social sciences.

Requires extensive responsible experience in the co-ordination or administration of programs dealing with community social problems, particularly those relating to the needs of the aged.

Knowledge, Abilities and Skills: Requires a comprehensive knowledge of: the various programs of social reform currently in operation; thorough knowledge of principles and techniques of Public Relations; the methods and techniques of social reform particularly with respect to the needs of the aged; state, federal and local legislation affecting social programs.

Requires ability to: plan, organize, and co-ordinate the activities of those engaged in city-wide social programs; work effectively with representatives of governmental agencies and with private interests engaged in a variety of social programs; read, speak and write effectively.

ADOPTED: 6/2/66

(NEW CLASS)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: COORDINATOR, HUMAN RIGHTS COMMISSION

CODE: 2991

CHARACTERISTICS OF THE CLASS:

Under general administrative direction, develops and supervises commission work in an assigned area of specialty: community organizations or employment services. In this capacity develops neighborhood and city-wide programs designed to resolve intergroup relations problems; implements a program of employment services to ensure and promote fair employment practices; coordinates voluntary action programs in intergroup relations and employment to eliminate inequalities and discrimination; coordinates staff investigations; performs staff services for the advisory council; and performs related duties as required.

Requires responsibility for: executing, interpreting and explaining established policies and procedures of the Human Rights Commission; supervising staff contacts with employers, labor unions, employment agencies, vocational schools and other groups concerning the gathering of employment information, and with individuals and groups concerning the development of Human Rights Programs.

EXAMPLES OF DUTIES:

1. Coordinates and supervises the work of subordinate personnel in planning and conducting educational programs, seminars, in-service training and other programs in the area of Housing, Neighborhoods, Youth and Education and intergroup relations.

2. Supervises the work of subordinate commission personnel in consulting and working with employers, labor unions, employment agencies and civil rights groups in the development of affirmative action programs and job referral procedures; reviews complaints received regarding these areas.

3. Supervises commission activities with schools, minority group agencies and organizations to encourage entrance of minorities into employment and training programs; explains and carries out the Nondiscrimination Ordinance and other directives and policies concerning employment; develops new training resources and coordinates existing employment and training resources.

4. Serves as direct liaison to the minority group programs of the California State Employment Service and to the various apprenticeship programs; renders advice and counsel on employment problems to public and private agencies and to public groups; represents the Human Rights Commission when directed to speak on problems and remedial actions in the field of employment.

5. Prepares reports on employment practices and upon progress of affirmative action programs for the Commission, the City and County, other agencies and groups, and the general public; gives advice to the Commission in the formulation of employment policies.

6. Prepares programs in cooperation with other civic groups for the orientation of newcomers into the City and for dealing with problems of youth.

7. Attends all meetings of the Human Rights Commission, Advisory Council, and under the supervision of the Director, performs such staff services as the Commission may require.

CLASS TITLE: COORDINATOR, HUMAN RIGHTS COMMISSION

CODE: 2991

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree.

Requires five years of progressively responsible experience in community or neighborhood work, industrial relations or employment-related positions; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: employment and labor practices and conditions in San Francisco and the Bay Area; the codes, statutes and laws related to equal employment opportunities; the principles, practices and objectives of intergroup relations work; the population, group composition and social problems of the City.

Requires ability to: plan, organize, supervise and promote programs with employers, trade union representatives and community groups, assign and supervise work; and develop constructive relationships with minority group members.

Requires skill in: speaking, writing and the planning and implementation of programs involving groups of people.

PROMOTIVE LINES:

To : Next higher rank exempt from examination process by Charter.

From : 2996 Representative, Human Rights Commission

CONSOLIDATES:

2983 Coordinator, Community Organization, Human Rights Commission, and  
2985 Coordinator of Employment, Human Rights Commission

ADOPTED: June 26, 1972.

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: EMPLOYMENT CONTRACT COMPLIANCE OFFICER I

CODE: 2992

CHARACTERISTICS OF THE CLASS:

Under general direction, administers a program of compliance with equal opportunity regulations and policies on the part of all contractors, subcontractors and concessionaires who have contracts or agreements to render any personal services to departments or users of facilities under the jurisdiction of the Public Utilities Commission; assures effective and timely compliance to these laws and regulations, policies and procedures through appraisals, evaluations, inspections and investigations, meetings and conferences; represents management at conferences and hearings; recommends appropriate action to effect voluntary compliance through persuasion and education; and performs related duties as required.

DISTINGUISHING FEATURES:

This is a full journey level class in the Employment Contract Compliance series of the Public Utilities Commission. Individuals in this class work under the direction of an Employment Contract Compliance Officer II in administering and coordinating the Public Utilities Commission program of Affirmative Action, minority business enterprise or equal employment opportunity.

EXAMPLES OF DUTIES:

1. Investigates formal complaints of alleged discrimination by parties to agreements and recommends procedures to insure compliance to all Public Utilities Commission contract provisions which promote equal employment opportunity objectives in all Public Utilities Commission programs and activities.

2. Advises department managers in implementation of laws, executive orders, regulations and procedures pertaining to equal opportunity.

3. Maintains liaison with minority groups, human relations organizations and related public and private organizations concerned with advancing equal opportunity objectives; interprets potentials and limitations of programs and policies and keeps Public Utilities Commission and the General Manager advised regarding equal employment opportunities and matters as related to contracts.

4. Develops program techniques and criteria and provides the methods of affirmative action for achieving equal employment opportunity objectives in contracts; disseminates and implements equal opportunity policy statements; directs preparation of related correspondence and reports.

5. Reviews and monitors contract developments to ensure achieving equal employment opportunity objectives; conducts physical on-site inspection of employment practices of contracts to clarify misunderstandings.

6. Attends meetings of human rights and equal opportunity groups, advisory councils, city, state and federal agencies and commissions, and others involved in fair employment and equal opportunity practices; arranges meetings and conferences for pre-contract and pre-award consideration of contract provisions pertaining to equal employment opportunity.

7. Prepares instructions for distribution to department managers on equal employment opportunity activities as related to contract compliance. Directs preparation of, approves, and signs a variety of related correspondence and documents.

CLASS TITLE: EMPLOYMENT CONTRACT COMPLIANCE OFFICER I

CODE: 2992

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year college or university with a baccalaureate degree, preferably supplemented by one year of graduate study, with major course work in industrial relations or the social sciences.

Requires five years of progressively responsible experience in intergroup work, industrial relations or employment-related positions, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires considerable knowledge of: employment and labor practices and conditions in San Francisco and the Bay Area; the codes, statutes and laws related to equal employment opportunities; and the problems and methods of intergroup relations work.

Requires ability to: Plan, organize, supervise and promote programs with employers and trade union representatives; assign and supervise work; and develop constructive relationships with minority group members.

Requires skill in: speaking, writing and the planning and implementation of programs involving groups of people.

PROMOTIVE LINES:

TO: Employment Contract Compliance Officer II

FROM: Original entrance examination

Adopted: 8-31-67

Amended and Retitled: 6-5-78

CLASS TITLE: AFFIRMATIVE ACTION WORKER, HUMAN RIGHTS COMMISSION

CODE: 2993

## CHARACTERISTICS OF THE CLASS:

Under direction, assists in the development and maintenance of affirmative action employment programs; as assigned, assists in carrying out directives and policies of the Human Rights Commission; prepares memoranda and reports on assigned activities; assists in conducting investigations of possible employment discrimination; aids in the evaluation, approval, monitoring and inspection of city contracts; recommends appropriate action to effect compliance; and performs related duties as required.

Requires responsibility for: Carrying out and explaining affirmative action requirements and policies under the Non-discrimination Ordinance for the Human Rights Commission; continuous personal contacts with contractors and sub-contractors of construction projects, companies dealing with the City and County of San Francisco in goods and services, and with major and specialty contractors in the minority community; assisting in the recruitment of minorities as referrals into affirmative action programs.

## EXAMPLES OF DUTIES:

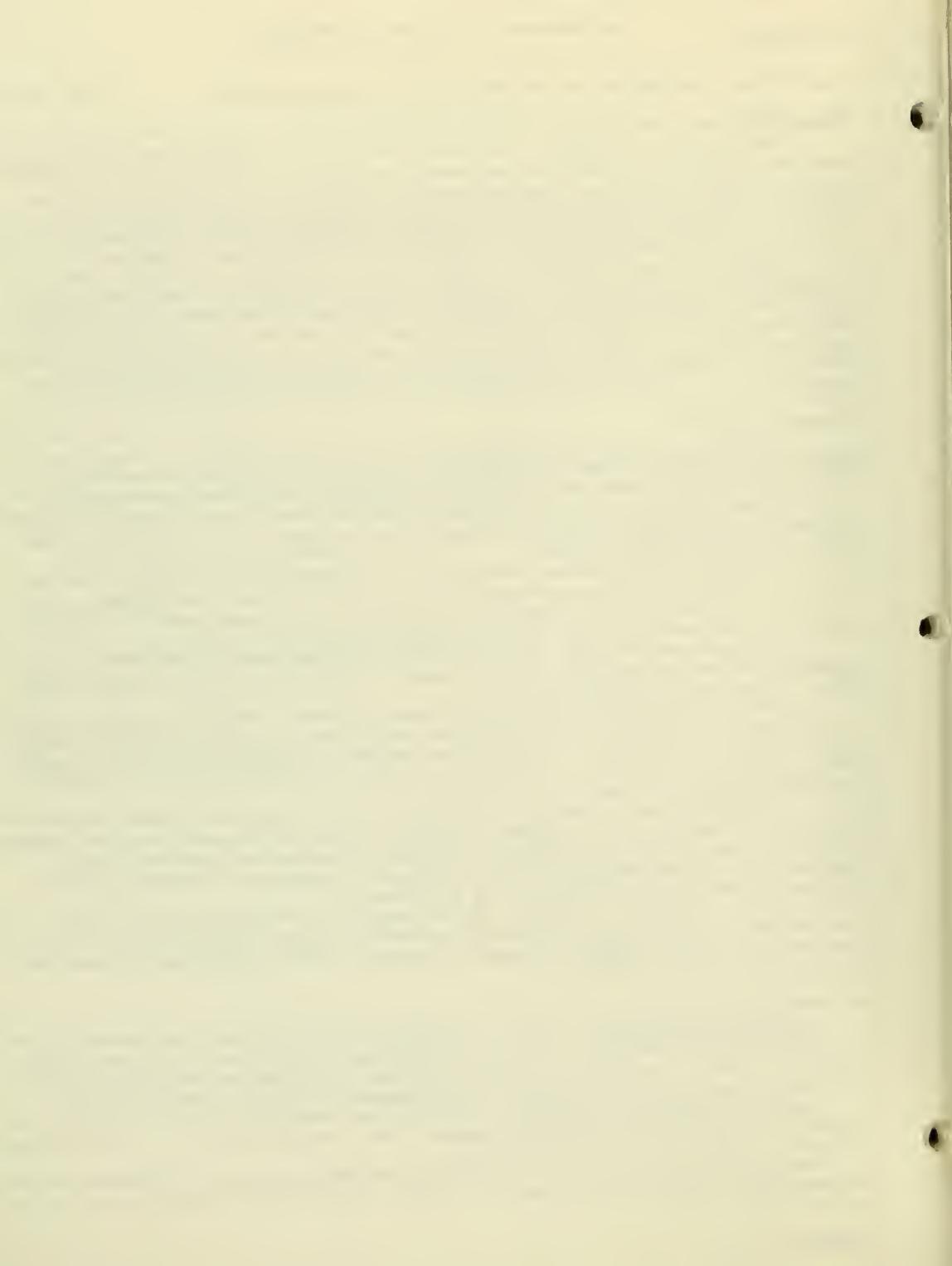
1. Assists in reviewing and monitoring contract developments to insure achieving equal employment objectives; conducts physical on-site inspections of employment practices of contractors, sub-contractors and suppliers to clarify misunderstandings.
2. Assists in services for affirmative action programs developed under agreements between the Human Rights Commission, contractors, sub-contractors, suppliers, labor unions, community action groups.
3. Recommends and advises personnel of city departments on implementation laws, executive orders, regulations and procedures pertaining to equal employment.
4. Contributes to the preparation of reports on employment practices and upon progress of affirmative action programs for the Human Rights Commission.
5. As assigned and under direction, works with employers, labor unions and employment agencies to assist in the development of affirmative action programs, gathering a wide variety of employment data.
6. Assists in working with schools, minority groups, agencies and organizations to encourage the entrance of minorities into employment and training programs; assists in the development of new training programs; maintains liaison with minority groups, labor unions and other public and private agencies concerned with advancing equal opportunity employment objectives.
7. Assists in the conduct of investigations of charges of employment discrimination; aids in carrying out a program of compliance with the Non-discrimination Ordinance and related regulations and policies on the part of contractors, sub-contractors, suppliers and concessionaires who have contracts or agreements to render personal services to the City and County and its departments.
8. Aids in conduct of contract related approvals, evaluations, inspections, investigations, meetings and conferences; represents the Human Rights Commission at conferences and meetings; suggests appropriate action to effect compliance and performs related duties as required.

## MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by two years of paid work experience with a recognized agency dealing with problems directly concerning minority employment problems. One year of college may be substituted for one year of experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some knowledge of minority problems as related to unemployment and under-employment. Some understanding of the social forces affecting the employability of minorities.

Requires skill and ability to: Assist in the implementation of affirmative action programs; work effectively with people of various racial, ethnic, religious and socio-economic backgrounds.



SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: ASSISTANT TO THE DIRECTOR, COMMISSION ON THE AGING

CODE: 2993

CHARACTERISTICS OF THE CLASS:

Under direction, acts as Assistant to the Director of the Commission on the Aging; performs a variety of research on the problems of the aging; acts in a liaison capacity to a variety of organizations; may act for the director in his absence; performs related duties as required.

Requires responsibility for carrying out and explaining policies and procedures of the Commission on the Aging; making frequent personal contacts with representatives of organizations interested in the problems of the aging, other governmental or private agencies and with the general public; gathering and preparing a variety of research material and submitting written reports thereon.

EXAMPLES OF DUTIES:

1. Assists the director of the Commission on the aging and may be assigned to act for him in his absence.
2. When assigned, acts as liaison to the community of the elderly and to various organizations, public and private, with an interest in the problems of the aging.
3. Gathers a variety of material pertaining to the aging both in the local community and outside areas; maintains records and files of such material so that they are available to the public.
4. Assists in the preparation of the annual report of the Commission on the Aging; maintains files of information and reference materials.
5. Carries on correspondence relative to programs for the aging.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four year university or college with a baccalaureate degree in social services, or some closely related field. Requires three years experience in a position dealing with the problems of the aging or some equivalent combination of training and experience.

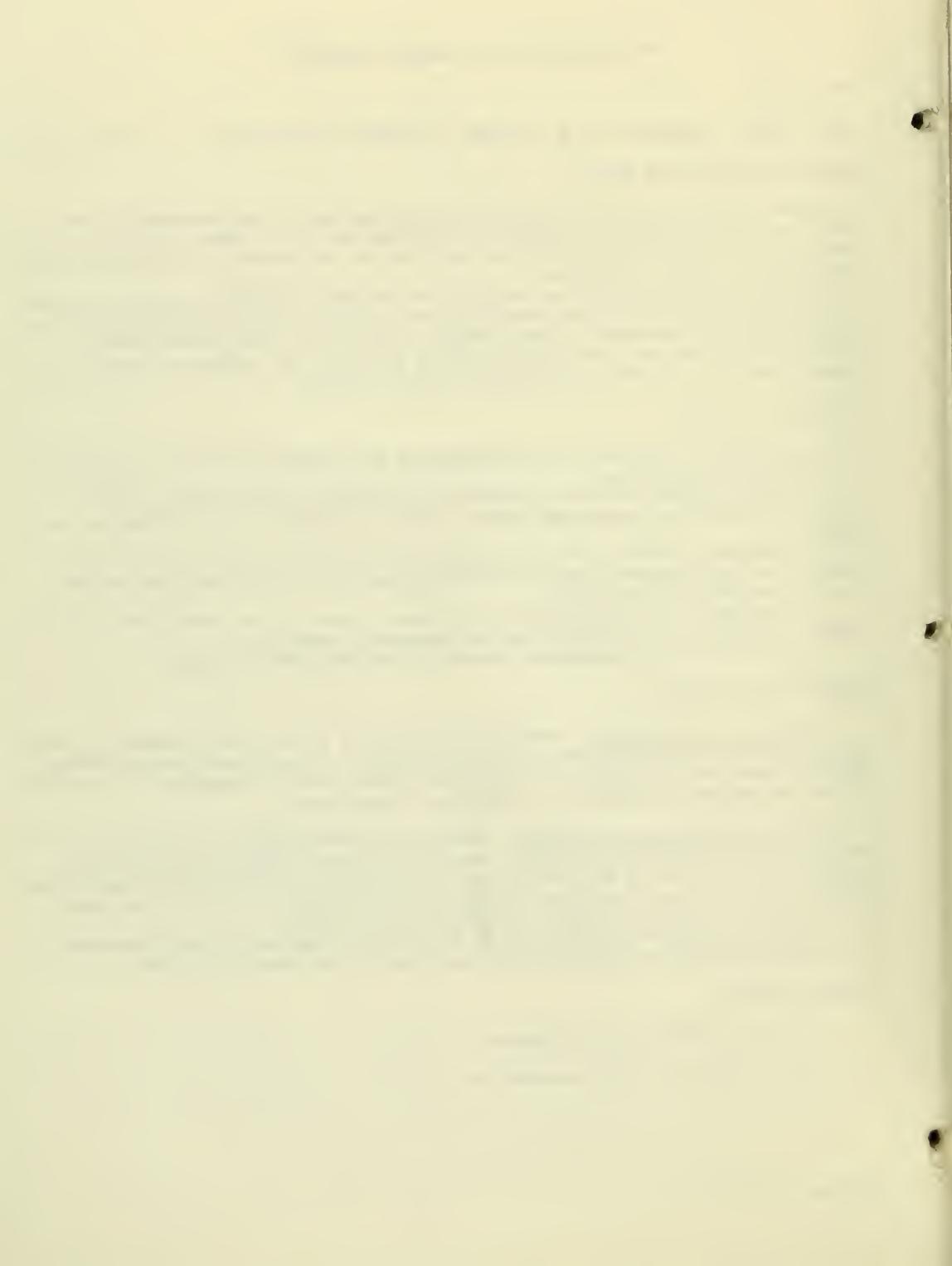
Knowledge, Abilities and Skills: Requires a good knowledge of: The local community and its resources available to elderly residents; federal, state and local agencies having a role in the solution of the problems of the aging; the organization and principles of local, state and federal governmental administration; the principles of social work, particularly as applied to the elderly.

Requires ability to: Represent the Commission on the Aging; deal courteously and effectively with the general public and to write and speak effectively.

PROMOTIVE LINES:

To : No normal line of promotion

From: Original entrance examination



(New Class)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: HOMEMAKER

CODE: 2994

CHARACTERISTICS OF THE CLASS:

Under general supervision, provides a variety of home management and/or child care services to families and clients of the Department of Social Services; instructs parents or other adults in home management practices, child care or care of the aged or disabled; performs related duties as required.

Requires responsibility for adhering to proper home management practices and for explaining them to others; establishing close personal relationships with clients and with other members of the household; helping to effect economies in the client's budget by the employment of proper home management practices by instructing and advising clients. Nature of the work may require performance of tasks inherent in housekeeping activities.

EXAMPLES OF DUTIES:

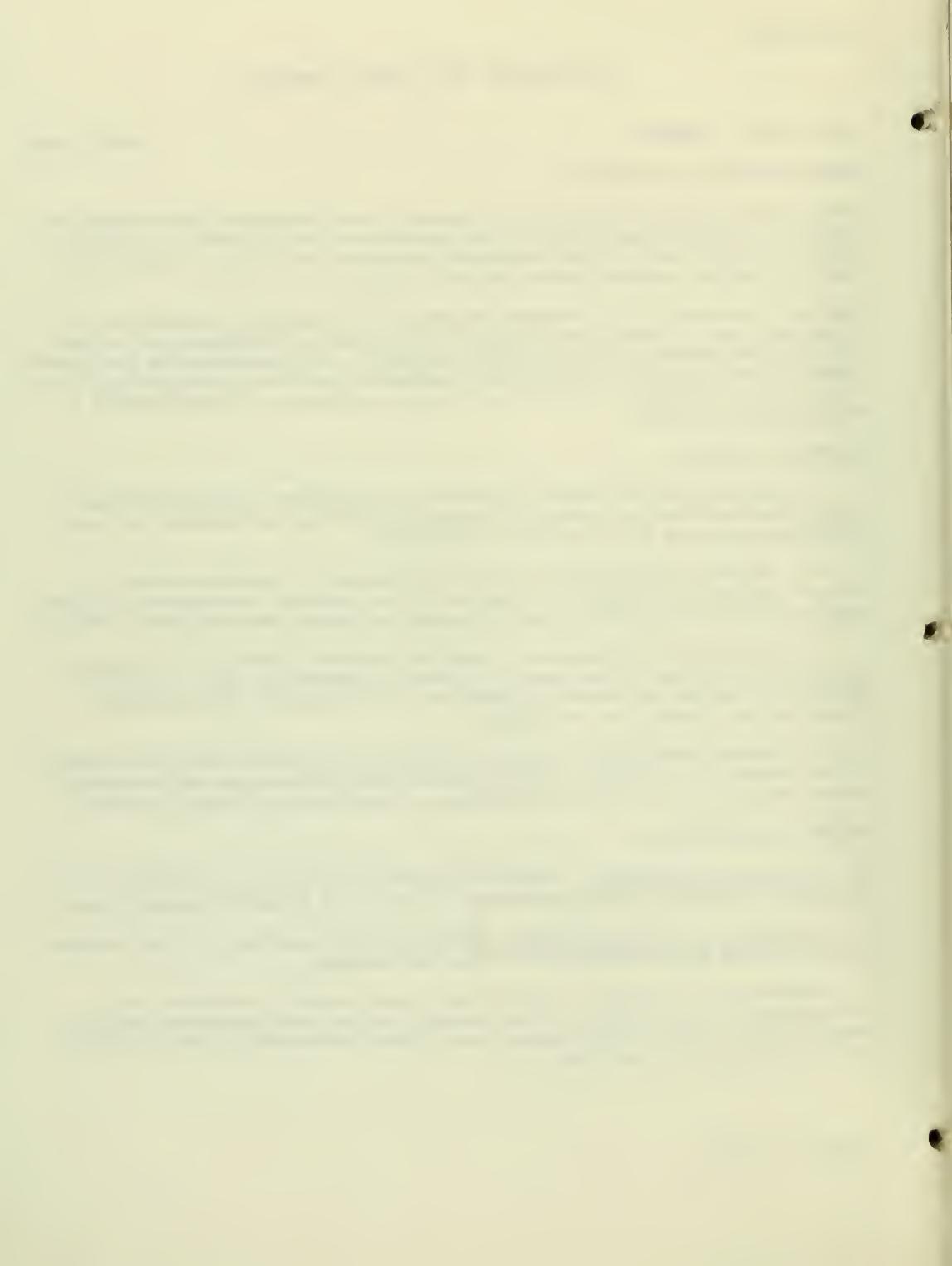
1. Assists aged or disabled clients of the Department of Social Services by the preparation of meals, marketing, laundering, cleaning the premises and other activities necessary to the welfare of the client.
2. Consults with professional staff with respect to casework aspects of client's situation; consults with other adults in household with respect to proper care of client and may advise them with respect to proper home management practices.
3. Assumes role of homemaker in families in which a mother is not present or is unable to function in this capacity; instructs parents and older children in proper housekeeping and homemaking practices; does marketing, meal preparation, laundering and cleaning for the family.
4. Observe conditions in home and reports to professional staff with respect to the necessity for casework services; assures that children and adults receive proper medical care and follows instructions of physician and nursing personnel.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a course of training as a Home Health Aide offered under provisions of Title V of Economic Opportunity Act.

Knowledge, Abilities and Skills: Requires a good knowledge of: Home management, including the principles of nutrition and hygiene.

Requires the ability to: Perform manual tasks commonly associated with housekeeping; instruct members of the household in good home management practices; establish good personal relationships with children and adults in the household; plan and prepare nutritious meals.



SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: EXECUTIVE DIRECTOR, COMMISSION ON THE AGING

CODE: 2995

CHARACTERISTICS OF THE CLASS:

Subject to the policy determinations of the Commission on the Aging, administrators, coordinates and directs all Commission activities; directs the various programs of the Commission and coordinates them with outside agencies; performs related duties as required.

Requires major responsibility for: Carrying out and interpreting the policies, programs and procedures of the Commission; making responsible personal contacts with citizens, representatives of organizations and groups interested in the problems of the aging; directing through subordinates the preparation and maintenance of a variety of records and reports.

EXAMPLES OF DUTIES:

1. Acts as the executive officer of the Commission on the Aging in the coordination and direction of the staff and its activities; supervises the Commission staff and directs the investigations of the identification and evaluation of the unmet needs of older persons and develops recommendations for programs to meet those needs; plans, assigns, schedules, and reviews program of work; prepares and administers departmental budget and directs the maintenance of necessary records and reports.

2. Plans and implements the programs designed to improve the lives of older persons between City, State and Federal agencies, and members of clubs, and private agencies serving them; serves or assigns appropriate staff as a liaison representative of the Commission on the Aging to public and private groups; and to educational programs when requested; advises and consults with city departments to improve services; contacts other groups concerned either totally or peripherally with senior citizens.

3. Assists the Commission in the investigation and resolution of complaints brought to its attention in information regarding matters applying to senior citizens.

4. Supervises the investigations and studies into problems of the aged; supervises the training of Commissioners and staff so that they are fully cognizant of current trends in the field of aging and in systematic procedures for interviews, investigations and reports.

5. Maintains close contact with developments related to the fields of education, housing, health, recreation, income, transportation, and other areas of concern; interprets policy to mass media and the public so as to develop understanding of the work and objectives of the Commission; represents the Commission at public functions when so directed; prepares reports as directed by the Ordinance and other reports as requested by the Commission.

6. Represents the Commission on the Aging before legislative bodies of the City and County, State or Federal Governments when directed by the Commission; makes recommendations for legislation to the Commission on the Aging and to the City and County, State or Federal Governments when so directed by the Commission.

7. Serves as advisor to the Mayor and Board of Supervisors on problems of the aging.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree in social services or a closely related field and

CLASS TITLE: EXECUTIVE DIRECTOR, COMMISSION ON THE AGING

CODE: 2995

MINIMUM QUALIFICATIONS: (contd)

possession of the Master of Social Work degree from an accredited school of social work. Requires five years experience in a position whose major responsibilities involved the problems of the aging in a private, local, state or federal agency.

Knowledge, Abilities and Skills: Requires comprehensive knowledge of: the objectives, principles and practices in the field of aging, the functions of governmental agencies, and of administrative methods; current social problems; causes of problems of the aging and effective methods to alleviate them; requires familiarity with: On-going programs for the aging in the City and County and in the Bay Area.

Requires ability to: Evaluate the problems of the elderly and the effect of social and other problems; plan, organize, supervise, and promote programs for the aging; establish and maintain effective working relationships with associates, subordinates, supervisors and public; prepare data for administrative use and publication; speak effectively at professional and non-professional meetings and on the radio and television.

PROMOTIVE LINES: Position exempt from examination

Adopted: 7/16/73

SAN FRANCISCO CIVIL SERVICE COMMISSION

(NEW CLASS)

CLASS TITLE: REPRESENTATIVE, HUMAN RIGHTS COMMISSION

CODE: 2996

CHARACTERISTICS OF THE CLASS:

Under general direction, promotes and coordinates the Human Rights Commission's programs and activities involving community and neighborhood organizations, employment services and housing; as directed, analyzes and mediates complaints of discriminatory practices; assists in the planning and implementation of programs to eliminate inequalities and discrimination; performs liaison work with community and civic organizations, business organizations, employers and labor unions; and performs related duties as required.

Requires responsibility for: carrying out and explaining the policies and procedures of the Human Rights Commission; continuous personal contacts with individual and groups in the presentation and development of Human Rights Programs in the San Francisco Bay Area.

EXAMPLES OF DUTIES:

1. As assigned, provides public information concerning commission programs and activities; maintains liaison with mass media; arranges, plans and conducts radio and television presentations; supplies statistical data and documents, articles and studies on housing, education, employment, civil rights, poverty, ethnic minorities, welfare, racism, demographic data, discrimination and other related subjects; edits publicity material submitted by staff members and commissioners.
2. As assigned, attends all meetings of the Human Rights Commission; records and summarizes commission discussions, testimony and other actions; performs staff services for assigned committees of the commission.
3. Investigates complaints of discriminatory practices; provides counseling on a wide variety of problems and claims of discrimination; provides referral services to public or private agencies and organizations; may personally contact representatives of agencies for the purpose of exchanging information to resolve discrimination and other problems; assists in the development of voluntary affirmative action programs to overcome disadvantages resulting from past discriminatory practices.
4. As assigned, works with employers, labor unions and employment agencies to assist in the gathering of employment data and the development of affirmative action programs; assists in the preparation of reports on practices and progress of such programs.
5. As assigned, works with schools, minority group agencies and organizations to encourage entrance of minorities into employment and training programs; assists in the development of new training resources; provides information concerning the California State Employment Service minority group program, and the various apprenticeship programs; explains and carries out employment directives of the Board of Supervisors, such as the Nondiscriminatory Ordinance, and policies and directives of the Human Rights Commission.

CLASS TITLE: REPRESENTATIVE, HUMAN RIGHTS COMMISSION

CODE: 2996

EXAMPLES OF DUTIES: (continued)

6. As assigned, serves as representative of the Director or coordinator and provides administrative services for them; serves on a variety of local committees and provides cooperative services of the Human Rights Commission to the community; furnishes guidance and technical assistance to groups within the community for the resolution of intergroup problems and the development of educational activities.

7. Supervises student internes and others engaged in investigative studies of concern to the commission.

8. Maintains a human relations library for the use of the Human Rights Commission, the staff and community groups.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of a four-year college or university with a baccalaureate degree.

Requires four years experience in community relations work, city planning, urban renewal, housing, industrial relations, community or neighborhood work, or a closely related field; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires a good knowledge of the activities of the Human Rights Commission in intergroup relations work; employment and labor practices and conditions in the Bay Area, housing practices and conditions in the Bay Area, or public information techniques.

Requires ability to: develop constructive relationships with employers, trade union representatives, various public and private agencies and organizations and minority group members.

Requires skills in: speaking and writing effectively, preparing data for public consumption and dealing effectively with people of various ethnic, religious and socio-economic backgrounds.

PROMOTIVE LINES:

To : 2991 Coordinator, Human Rights Commission  
From : Original entrance examination

CONSOLIDATES:

2980 Human Relations Representative, HRC  
2981 Housing Representative, HRC  
2982 Community Organization Representative, HRC  
2984 Employment Representative, HRC

ADOPTED: June 26, 1972

SAN FRANCISCO CIVIL SERVICE COMMISSION

(AMENDED AND  
RETILED)

CLASS TITLE: SPECIALIST I, HUMAN RIGHTS COMMISSION

CODE: 2997

CHARACTERISTICS OF THE CLASS:

Under direction, assists in the development and maintenance of Human Rights Commission programs in community, neighborhood and youth organizations, employment and housing; disseminates information on Commission programs; gathers, maintains and reports on a variety of information in areas of concern to the Commission; and performs related duties as required.

Requires responsibility for: Explaining and carrying out programs and policies of the Human Rights Commission in the various areas of responsibility; continuous personal contacts with public and private organizations, community and neighborhood groups and business concerns for the purpose of furnishing or obtaining information; preparing regular reports and memoranda on assigned activities.

EXAMPLES OF DUTIES:

1. Assists in carrying out the policies and programs of the Human Rights Commission in the areas of community and neighborhood relations, education, employment, housing, minority opportunities and youth organizations; prepares and keeps current material concerning these areas for the Commission, its committees and other interested groups; researches and compiles information from a variety of sources.

2. As assigned, prepares public relations or publicity releases from rough drafts or from directions; prepares correspondence, public relations memoranda, reports, surveys, speeches, schedules, radio and television spot announcements; responds to telephone and mail requests for assistance and information.

3. Makes field investigations of charges of discriminatory practices in employment and housing; assists in carrying out a program of compliance with the non-discrimination ordinance; may contact other agencies to exchange information on problems.

4. Assists in identifying concerns and problems of the various elements of the community by gathering and evaluating information from a variety of sources; attends meetings of community and neighborhood groups, governmental agencies and private organizations; when directed, represents the Commission at conferences and meetings.

5. Serves as liaison between various community groups and representatives of federal, state, regional and local public and private agencies.

6. Assists in working with schools, minority groups, agencies and organizations to encourage the entrance of minorities into employment and training programs; assists in the development of new training programs.

7. As assigned, assists in the preparation of memoranda, reports, pamphlets and other material for backgrounding the staff and Commissioners in particular fields and in particular issues.

MINIMUM QUALIFICATIONS:

Training and Experience: Requires completion of high school, supplemented by one year of work experience dealing with the problems of community planning, housing, minority employment, minority youth or in the fields of community relations, public relations or journalism. One year of college may be substituted for one year of experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Requires some knowledge of the policies and programs of the Human Rights Commission in the fields of minority employment and

CLASS TITLE: SPECIALIST I, HUMAN RIGHTS COMMISSION

CODE: 2997

MINIMUM QUALIFICATIONS (contd)

housing; the resources available to deal with problems encountered in these areas; the life style, behavior, attitudes and speech prevalent in various communities within the city; method and objectives of inter-group work.

Requires ability to: Relate and work with people from diverse ethnic and socio-economic backgrounds; develop and maintain good communication with personnel of various agencies and organizations.

Requires skill in: Implementing and promoting community action programs; speaking, writing and preparing reports; dealing effectively with people from a wide range of ethnic, religious and socio-economic backgrounds.

PROMOTIVE LINES:

To : 2980 Specialist II, Human Rights Commission

From: Original entrance examination

Adopted: 6/26/73

Amended: 5/7/73

(Abolishes class 2997 Specialist, Human Rights Commission)

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: REPRESENTATIVE, COMMISSION ON THE STATUS  
OF WOMEN

CODE: 2998

CHARACTERISTICS OF THE CLASS:

Under direction, implements and promotes programs of the Commission on the Status of Women; coordinates a variety of activities related to women's rights, domestic violence prevention, gender-based discrimination monitoring and related issues; and performs related duties as required.

DISTINGUISHING FEATURES:

This class functions as a technical specialist in charge of assigned program areas related to women's issues. Incumbents report to the department head and have primary responsibility for implementing methods and procedures advocating and enforcing women's rights through programs such as those designed to monitor agencies receiving domestic violence funds or the monitoring and investigation of gender-based discrimination.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Monitors all complaints of gender-based discrimination filed by City and County employees or those of City contractors; collects and analyzes gender-based complaints; consults with and makes recommendations to the Civil Service Commission concerning the handling of such complaints; prepares statistical and narrative reports including those analyzing the status of women in the workforce.
2. Administers a program for selection and monitoring of agencies receiving domestic violence funds from the City; coordinates and processes contracts and other documents relative to the disbursement of monies; develops procedures and forms for monitoring and reporting activities; consults with technical experts regarding allocation of funds and grants; provides information and referrals on services available; establishes and maintains contacts with agencies providing domestic violence counseling and related services.
3. In conjunction with other City and County agencies, advises and informs departmental managers regarding implementation of laws, executive orders, regulations and procedures pertaining to equal opportunity; consults and collaborates in the planning and conduct of annual training and informational programs for supervisors and employers.
4. Reviews, evaluates and makes recommendations concerning proposed and current legislation; as assigned, serves on a variety of committees to exchange pertinent information and to promote cooperation with community and other groups; participates in local, State and Federal agency meetings relative to departmental programs and policies.

CLASS TITLE: REPRESENTATIVE, COMMISSION ON THE STATUS  
OF WOMEN

CODE: 2998

EXAMPLES OF DUTIES: (ctd.)

5. Provides staff support for special projects, administrative and related tasks; assists in the production and dissemination of informational materials such as pamphlets, announcements of activities and events; establishes and maintains a library of relevant materials and records; works with school and community representatives in the development of training and informational resources; supervises student interns and volunteers engaged in program activities; may act for the Director in case of absence or as assigned.

QUALIFICATIONS:

"The examination announcement shall provide the qualifications...and other particulars....Applicants must be guided solely by the announcement of the examination for which they apply." (CSC Rule 9)

Knowledge, Abilities and Skills:

Knowledge of: women's legal rights, current discrimination and related laws, policies, practices, issues and advocacy techniques; complaint investigation, mediation and dispute resolution; domestic violence issues, laws and policies and resources available; contract compliance and program monitoring; methods and techniques of data collection and analysis; creation and evaluation of informational and training materials and programs; principles and practices of departmental budgeting, administration, organization and management; structure and processes of City and County government.

Ability to: collect, synthesize and analyze a wide variety of information; interpret and explain laws and policies; communicate effectively orally and in writing; prepare clear and concise narrative and statistical reports; facilitate intergroup cooperation; establish and maintain effective working relationships with, and represent the department before, City and County officials, managers and staff, community groups and the public.

ADOPTED: 11-20-89

4130c

SAN FRANCISCO CIVIL SERVICE COMMISSION

CLASS TITLE: EXECUTIVE DIRECTOR, COMMISSION ON THE STATUS OF WOMEN

CODE: 2999

CHARACTERISTICS OF THE CLASS:

Subject to general administrative direction, is responsible for the administration and direction of the policies and activities of the Commission on the Status of Women; has responsibility for the management and implementation of a wide variety of programs related to women's rights, domestic violence, gender-based discrimination and related issues; and performs related duties as required.

DISTINGUISHING FEATURES:

This single-position class functions as the department head in charge of policies and programs related to women's issues and develops and defines procedures and operations. The incumbent has primary responsibility for administering policies advocating and enforcing women's rights and investigating, preventing and resolving complaints of gender-based discrimination and sexual harassment in the City and County workforce.

EXAMPLES OF DUTIES:

"The class specifications shall be descriptive of the class and shall not be considered a restriction on the assignment of duties not specifically listed." (CSC Rule 7)

1. Plans, develops, directs and administers the programs and activities of the Commission in order to fulfill its legislative mandates and to enact its policies and decisions; evaluates programs and make recommendations regarding Commission activities and policies; advises the Commission as to appropriate actions; provides staff support to the Commission and its committees as needed. Serves as ex-officio member of the board of directors of the Friends of the San Francisco Commission on the Status of Women.

2. Serves as chief advisor to the Mayor, Board of Supervisors, Chief Administrative Officer, and all department and commission heads on matters affecting women in San Francisco; reviews and makes recommendations on all proposed appointments to boards, commissions, and top level non-Civil Service appointments; provides information and advocacy for women's rights and issues; ensures that community concerns regarding women reach the appropriate City department or official and are duly acted upon; serves as a resource and liaison between the public and private sectors on matters affecting women in the community.

3. Recruits, hires, trains, supervises, coordinates and evaluates all Commission staff; prepares, secures, manages and monitors annual departmental budget; makes regular reports and recommendations to the Commission related to fiscal matters.

4. Secures reforms of City and County regulatory structures relative to affirmative action and prohibition of gender-based discrimination; makes recommendations regarding enforcement of women's rights, equal access to programs and services and freedom from gender-based discrimination and sexual harassment; performs program and budget reviews of City departments in order to determine the nature and scope of services and patterns of employment.

CLASS TITLE: EXECUTIVE DIRECTOR, COMMISSION ON THE STATUS  
OF WOMEN

CODE: 2999

EXAMPLES OF DUTIES (Continued):

5. Supervises, monitors and directs the implementation of domestic violence grants administration program, including conducting annual public hearings on domestic violence and submitting reports to the Mayor and the Board of Supervisors.

6. Directs the monitoring of all complaints of gender-based discrimination filed by City and County employees and employees of City contractors; consults with and makes recommendations to the Civil Service Commission concerning the handling of such complaints.

7. Assists in the preparation of training and informational programs for supervisors and employees with respect to gender-based discrimination, including sexual harassment.

8. Represents the Commission before public and private agencies and individuals and the media; supervises and conducts publicity and community outreach and related programs with community groups.

DESIRABLE QUALIFICATIONS:

Knowledge, Abilities and Skills:

Comprehensive knowledge of: women's legal rights, current discrimination and other related laws, policies, practices, issues and advocacy techniques; principles, practices, and techniques of departmental planning, budgeting, organization, and management.

Ability to: direct subordinates engaged in diverse activities; make recommendations concisely and present them effectively before boards, commissions and the public; ensure participation and representation of members of diverse cultural, ethnic and other groups in planning and implementing policies and programs; interpret and explain laws and policies; communicate effectively orally and in writing; establish and maintain effective working relationships with elected and appointed officials, subordinate staff, directors and members of other departments, civic organizations, agencies, and the public.

NOTE: This class is exempt from Civil Service examination under Section 3.500(h) of the Charter.

ADOPTED: 9-18-89

#4106c







